



**Report on Patients' Experiences
375th Medical Group - Scott Air Force Base
Adult Inpatient Survey**

Patients discharged: July 2, 2001 - September 26, 2001

375th Medical Group - Scott Air Force Base

Executive Summary - Adult Inpatient Survey

METHODOLOGY:

This report summarizes an Adult Inpatient Survey of 375th Medical Group - Scott Air Force Base (SAFB) patients discharged between July 2, 2001 and September 26, 2001. This report compares the results of the survey for 375th Medical Group - Scott Air Force Base to the results of Military Health System as well as to the results from other surveys Picker has conducted.

This report is designed to identify key opportunities for improving patients' experiences. Patient responses are summarized as problem scores. Responses that indicate a negative experience are labeled as problem scores. In general, somewhat negative responses are also included as problems in these scores. For example, a patient response of "Yes – sometimes" to the question "Did you have confidence and trust in the doctors treating you?" is included as a problem. Dimension-level scores summarize responses to several questions.

SUMMARY FINDINGS:

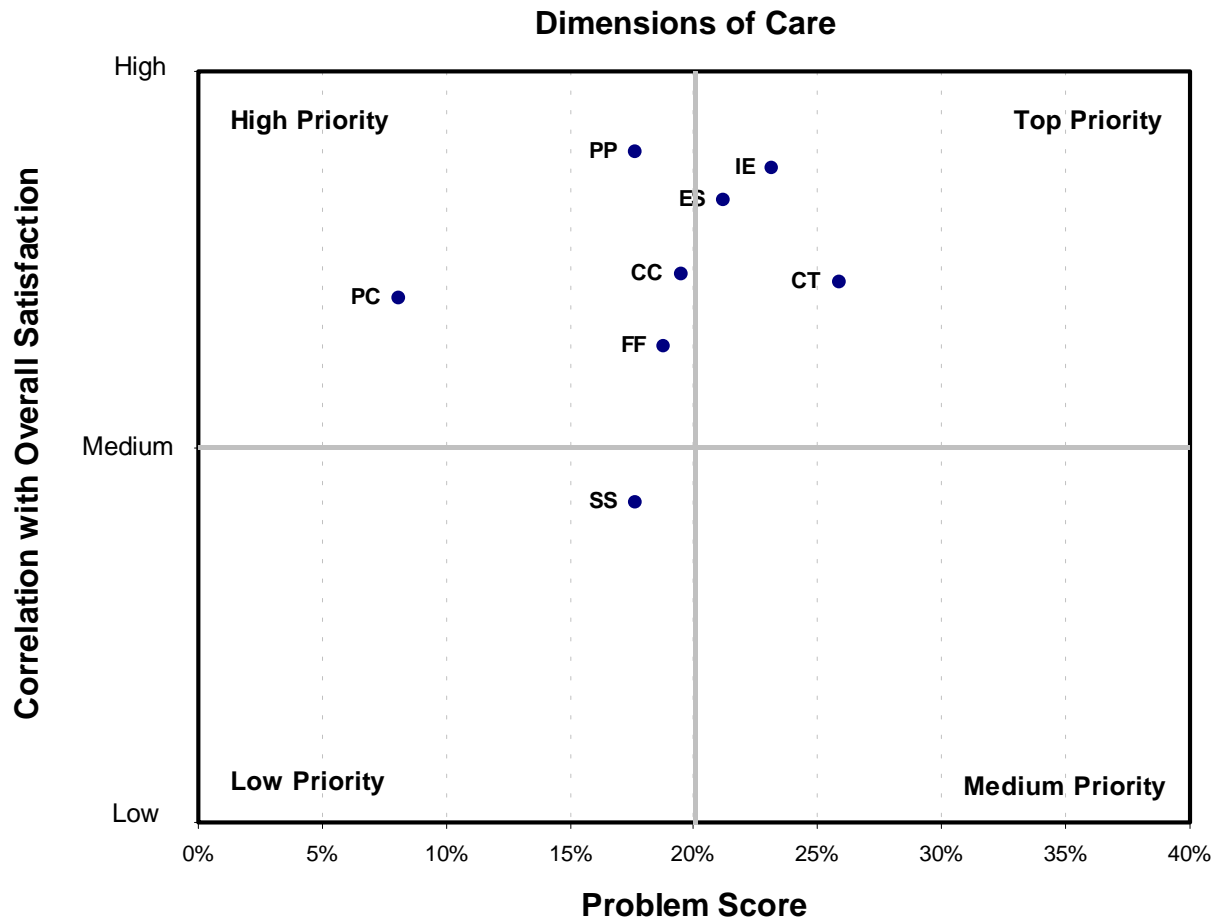
Overall Satisfaction	MHS Overall	SAFB Overall	SAFB Medicine	SAFB Surgery
Overall Rating (Percent Excellent)	45.5%	58.0%	58.4%	56.7%
Would definitely recommend	59.6%	64.7%	65.2%	63.3%

Dimensions	MHS Overall	SAFB Overall	SAFB Medicine	SAFB Surgery
All Dimensions Combined	20.5%	19.2%	19.5%	18.3%
Respect for Patient Preferences	21.5%	17.6%	15.7% *	23.3%
Coordination of Care	20.7%	19.4%	20.6%	16.1%
Information and Education	21.7%	23.2%	24.2%	20.0%
Physical Comfort	10.4%	8.1%	6.7% *	12.0%
Emotional Support	24.2%	21.1%	22.7%	16.7%
Involvement of Family and Friends	21.3%	18.8%	19.9%	15.6%
Continuity and Transition	23.3%	25.8%	26.4%	24.2%
Surgery-Specific	15.1%	17.6%		17.6%

* Statistically significantly different from MHS Overall Average

375th Medical Group - Scott Air Force Base

Executive Summary - Adult Inpatient Survey



PP = Respect for Patient Preferences
 CC = Coordination of Care
 IE = Information and Education
 PC = Physical Comfort
 ES = Emotional Support
 FF = Involvement of Family and Friends
 CT = Continuity and Transition
 SS = Surgery-Specific

Top Priority: score $\geq 20\%$ and corr. ≥ 0.4
 High Priority: score $< 20\%$ and corr. ≥ 0.4
 Medium Priority: score $\geq 20\%$ and corr. < 0.4
 Low Priority: score $< 20\%$ and corr. < 0.4

Patients discharged: July 2, 2001 - September 26, 2001

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Key Strengths

	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Physical Comfort	8.1%	119	0.558
<i>Respect for Patient Preferences</i>			
* Q12/9. Did doctors talk in front of you as if you weren't there?	8.4%	119	0.499
<i>Physical Comfort</i>			
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.4%	119	0.252
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.2%	119	0.247
Q37/40. Overall, how much pain medicine did you get?	2.5%	119	0.327
<i>Emotional Support</i>			
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.4%	119	0.180
<i>Involvement of Family and Friends</i>			
* Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	9.2%	119	0.458
<i>Surgery-Specific</i>			
Q39/-. Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	27	0.390

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Key Strengths

	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Overall Impression</i>			
* Q7/4. How would you rate the courtesy of the staff who admitted you?	4.2%	119	0.491
* Q13/10. How would you rate the courtesy of your doctors?	3.4%	119	0.416
* Q19/16. How would you rate the courtesy of your nurses?	4.2%	119	0.442
* Q20/17. How would you rate the availability of your nurses?	7.6%	119	0.583
* Q50/49. How would you rate how well the doctors and nurses worked together?	7.6%	119	0.620
Q51/50. Overall, how would you rate the care you received at the hospital?	4.2%	119	--

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 10% or lower as Key Strengths.

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Areas for Improvement

	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Dimensions</i>			
* Information and Education	23.2%	119	0.697
* Emotional Support	21.1%	119	0.664
* Continuity and Transition	25.8%	119	0.577
<i>Respect for Patient Preferences</i>			
* Q22/19. Did you have enough say about your treatment?	37.0%	119	0.473
<i>Coordination of Care</i>			
Q2/- . How organized was the care you received in the emergency room?	20.5%	83	0.355
Q5/2. Do you feel you had to wait an unnecessarily long time to go to your room?	23.5%	119	0.336
* Q29/26. Were your scheduled tests and procedures performed on time?	27.7%	119	0.408
<i>Information and Education</i>			
* Q3/- . While you were in the emergency room, did you get enough information about your medical condition and treatment?	32.5%	83	0.491
* Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	24.4%	119	0.572
* Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	23.5%	119	0.569
* Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	27.7%	119	0.519

Patients discharged: July 2001 - September 2001

* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Areas for Improvement

	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION
<i>Emotional Support</i>			
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	28.6%	119	0.348
* Q17/14. Did you have confidence and trust in the nurses treating you?	21.8%	119	0.564
* Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	30.3%	119	0.533
<i>Involvement of Family and Friends</i>			
* Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.2%	119	0.438
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	21.8%	119	0.373
<i>Continuity and Transition</i>			
* Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	21.8%	110	0.421
* Q44/43. Did someone tell you about medication side effects to watch for when you went home?	26.4%	110	0.539
* Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	29.4%	119	0.463
* Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	24.4%	119	0.526
<i>Surgery-Specific</i>			
Q41/-. Did a doctor or nurse tell you accurately how you would feel after surgery?	37.0%	27	0.162
<i>Overall Impression</i>			
* Q52/51. Would you recommend this hospital to your friends and family?	27.7%	119	0.674

Patients discharged: July 2001 - September 2001

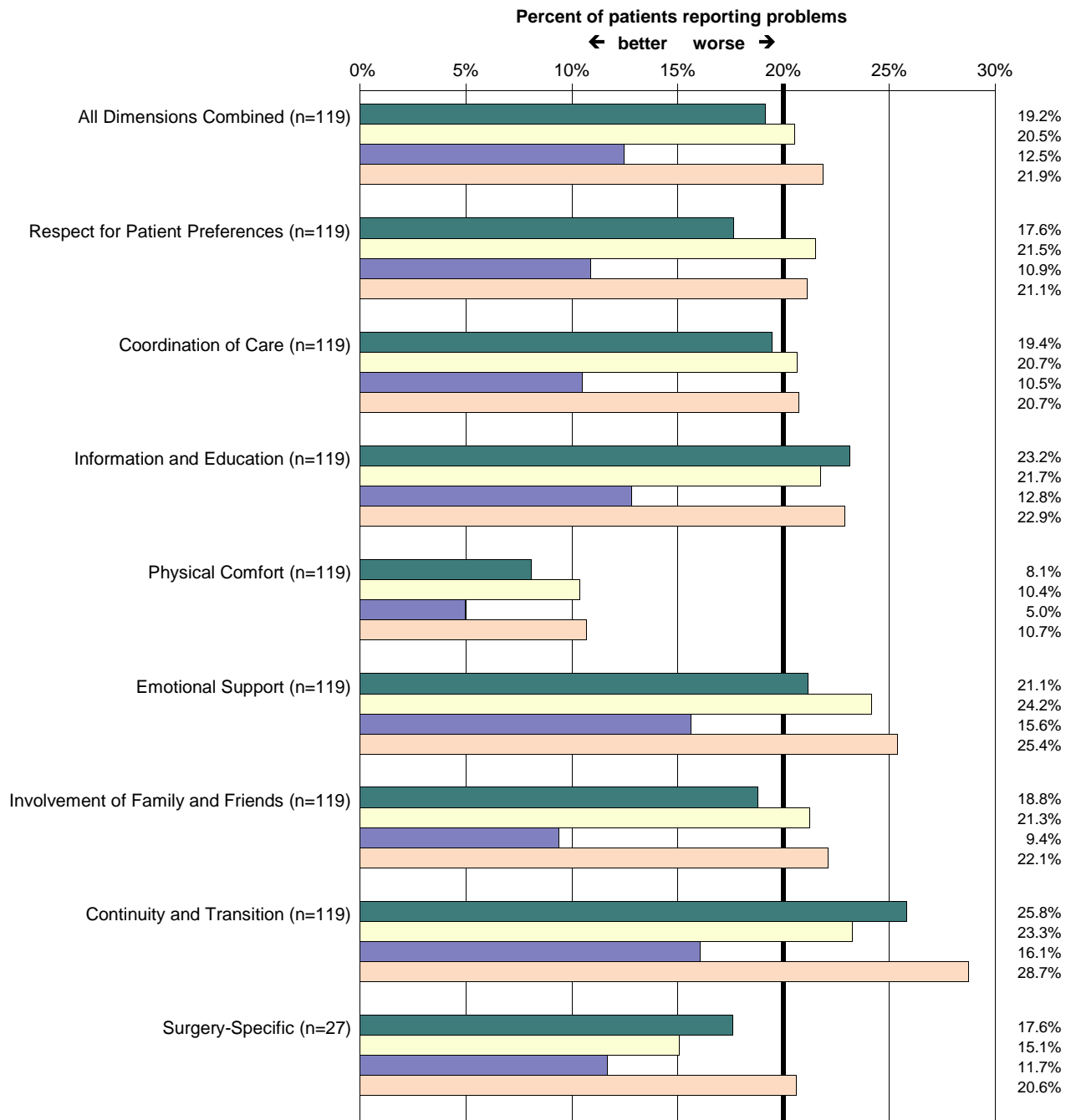
* Highly Correlated (corr. ≥ 0.4) with Overall Satisfaction

The Picker Institute recognizes problem scores of 20% or higher as Areas for Improvement.

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Dimensions



* Significantly different from SAFB problem score

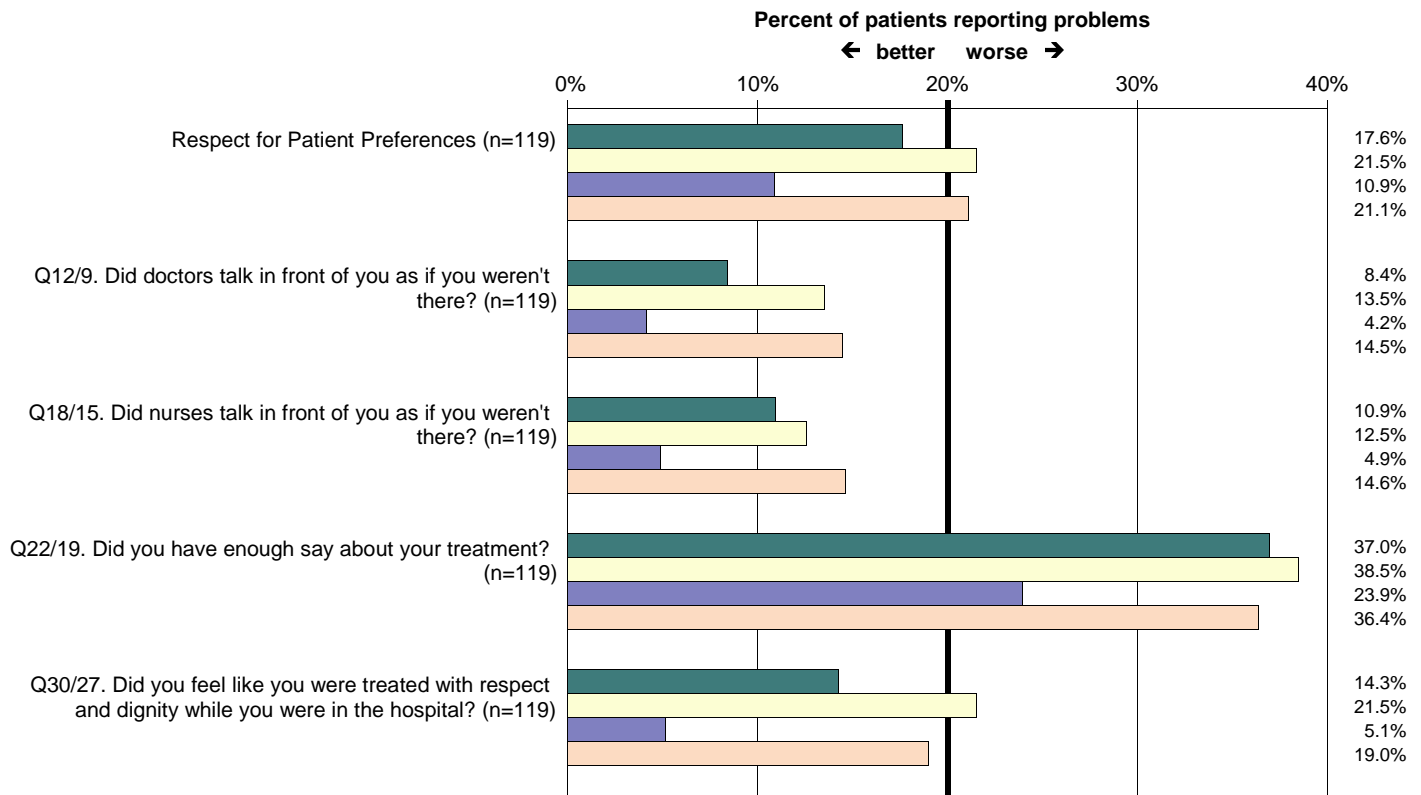
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Respect for Patient Preferences



* Significantly different from SAFB problem score

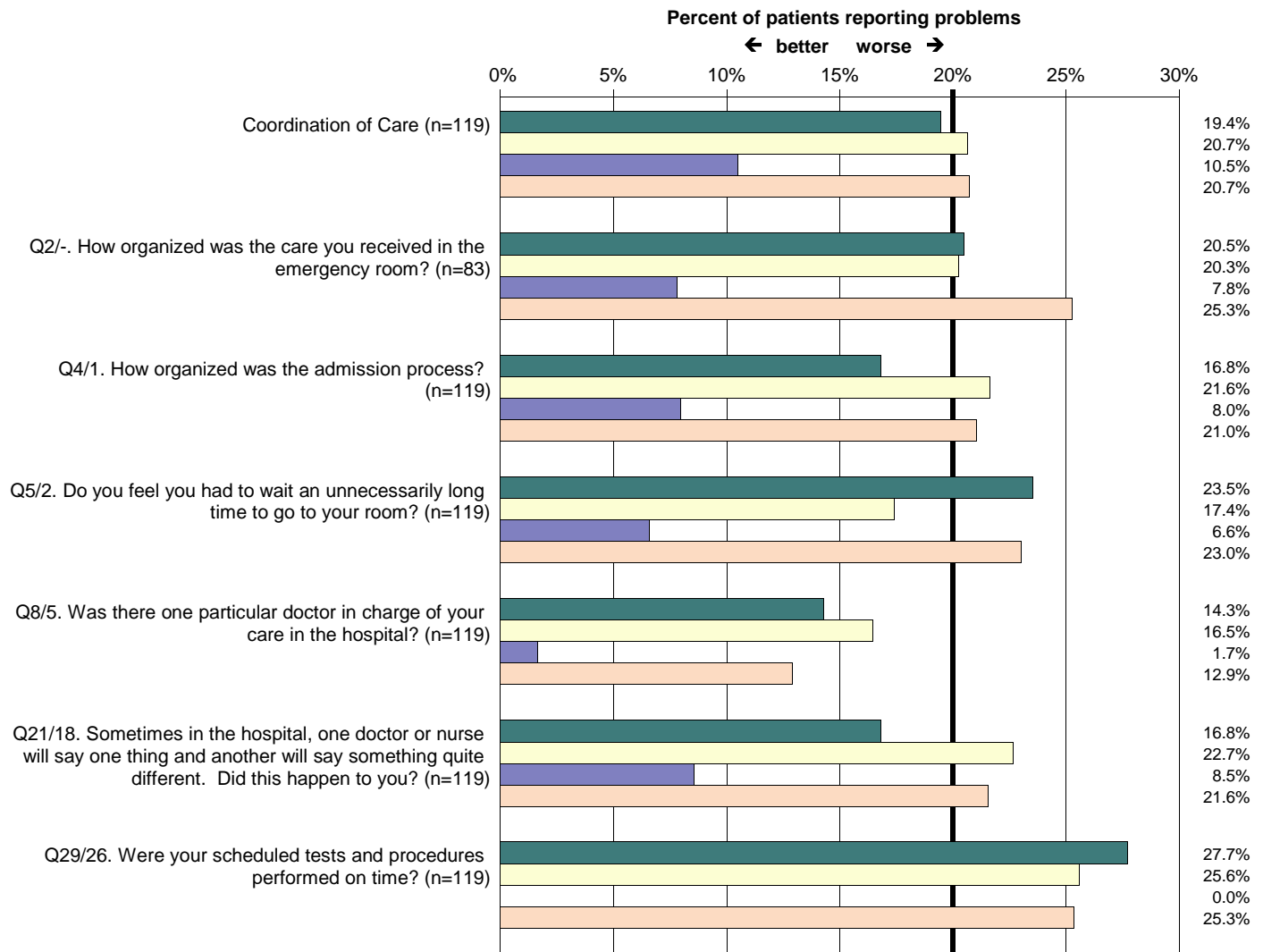
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Coordination of Care



* Significantly different from SAFB problem score

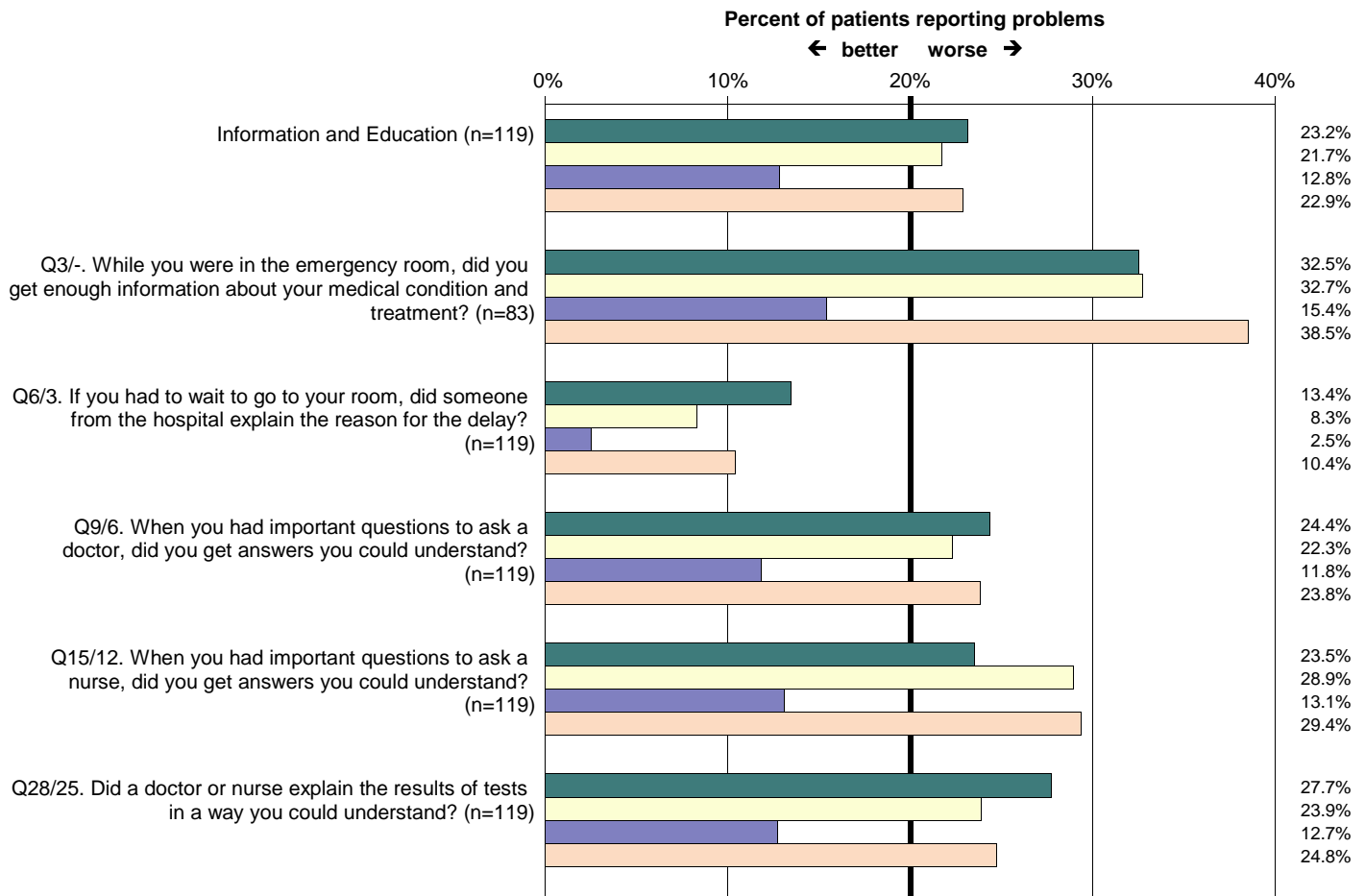
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Information and Education



* Significantly different from SAFB problem score

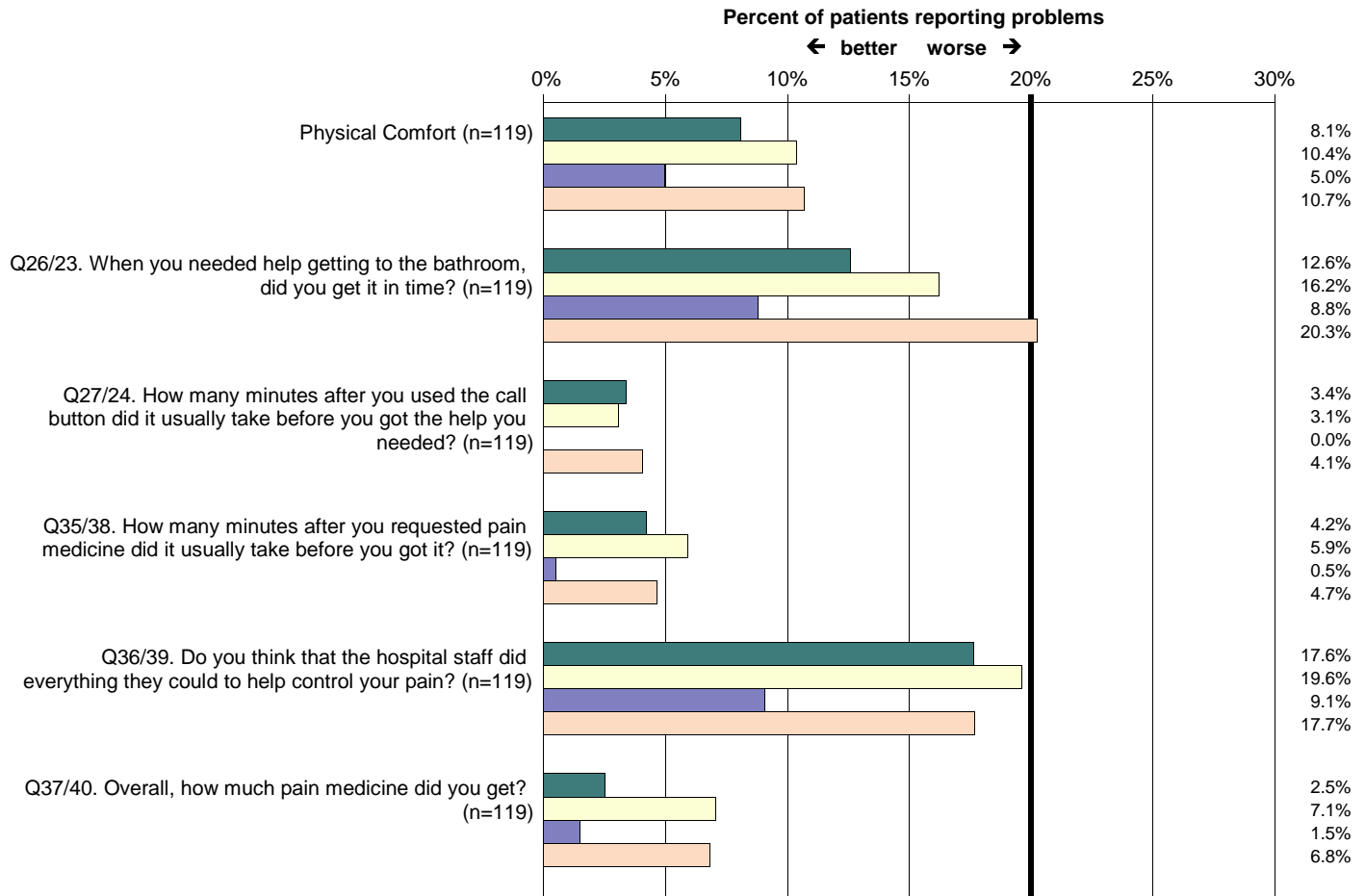
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Physical Comfort



* Significantly different from SAFB problem score

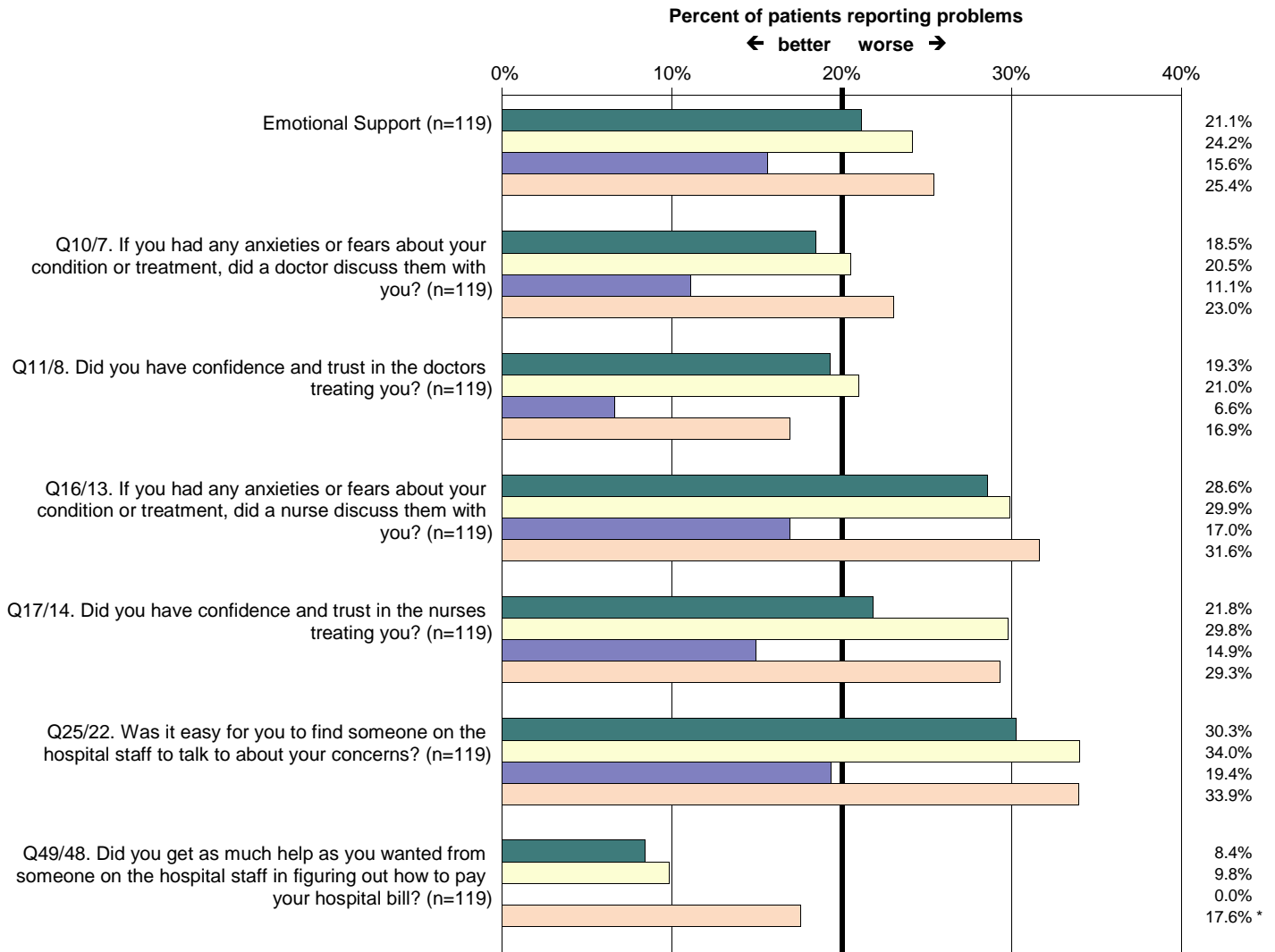
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Emotional Support



* Significantly different from SAFB problem score

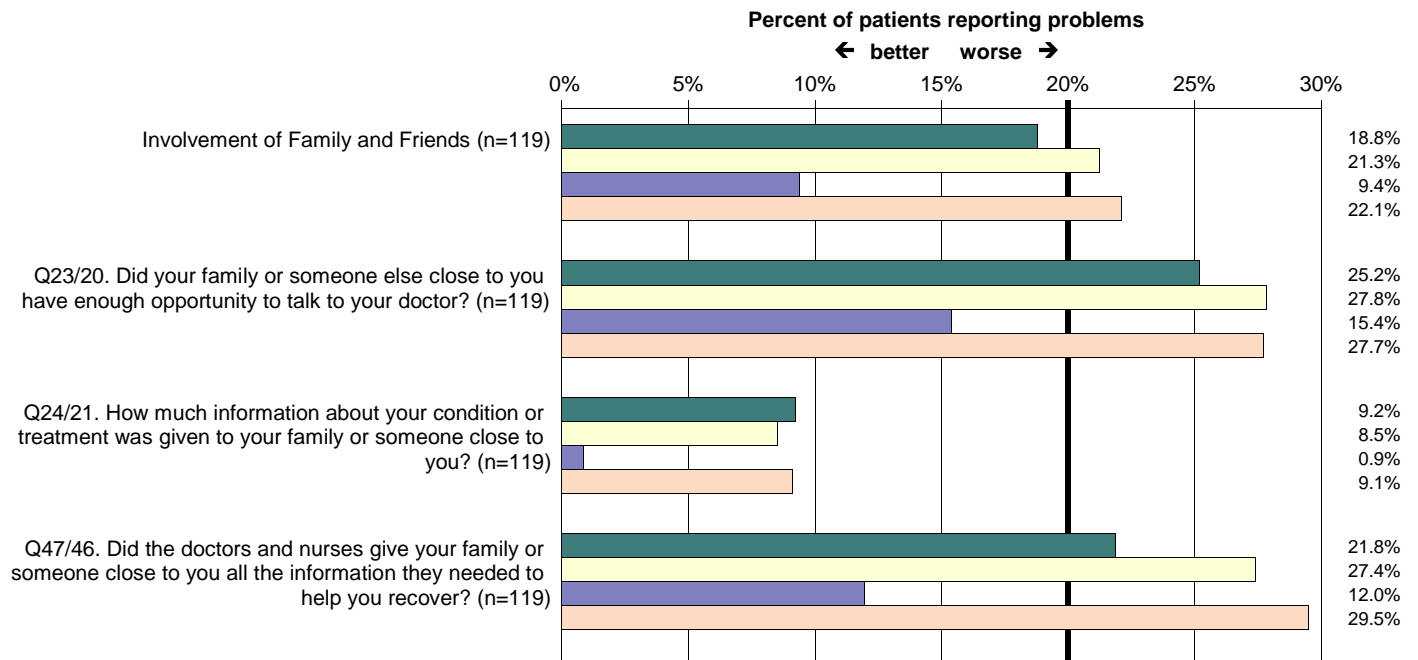
Patients discharged: July 2001 - September 2001

■ SAFB Overall
■ MHS average
■ Picker Teaching benchmark
■ Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Involvement of Family and Friends



* Significantly different from SAFB problem score

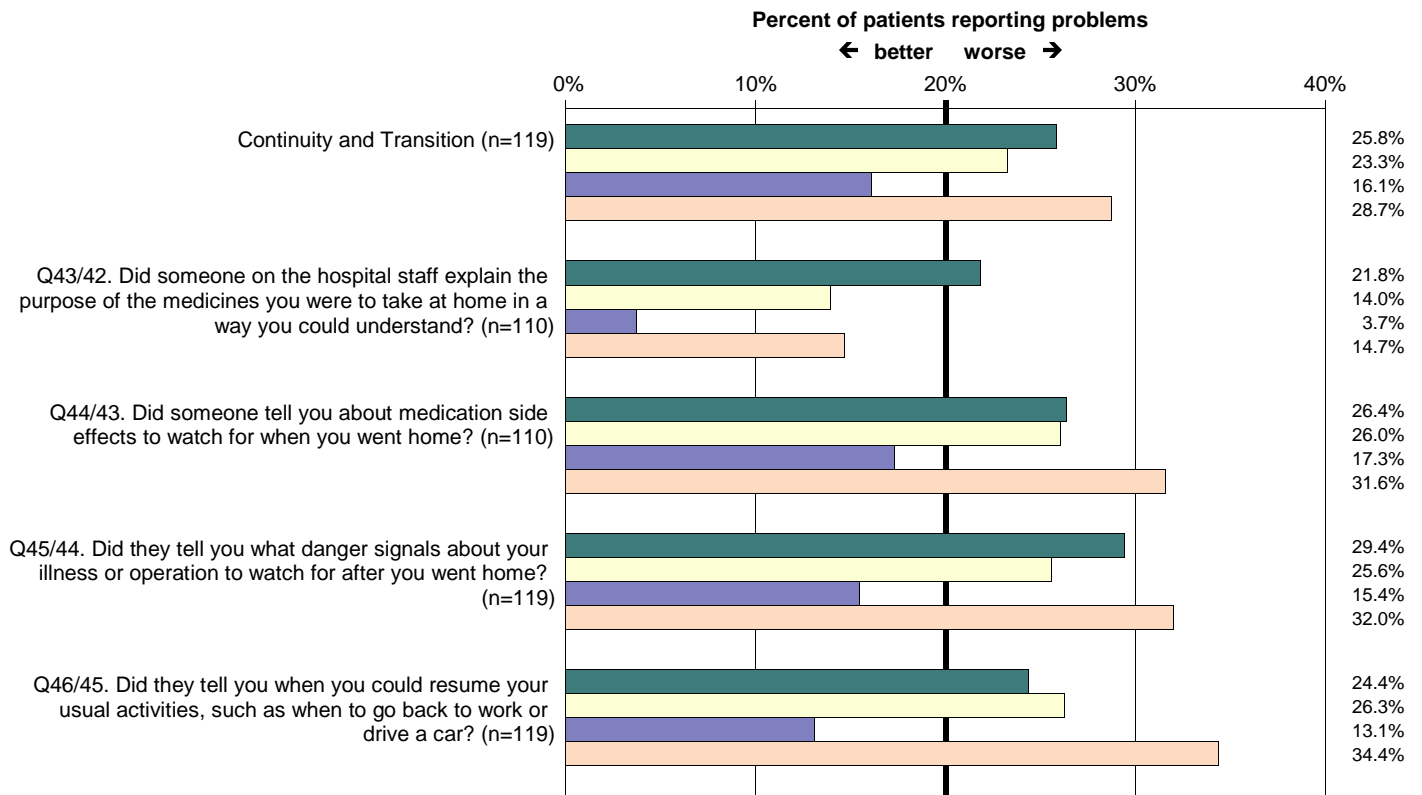
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Continuity and Transition



* Significantly different from SAFB problem score

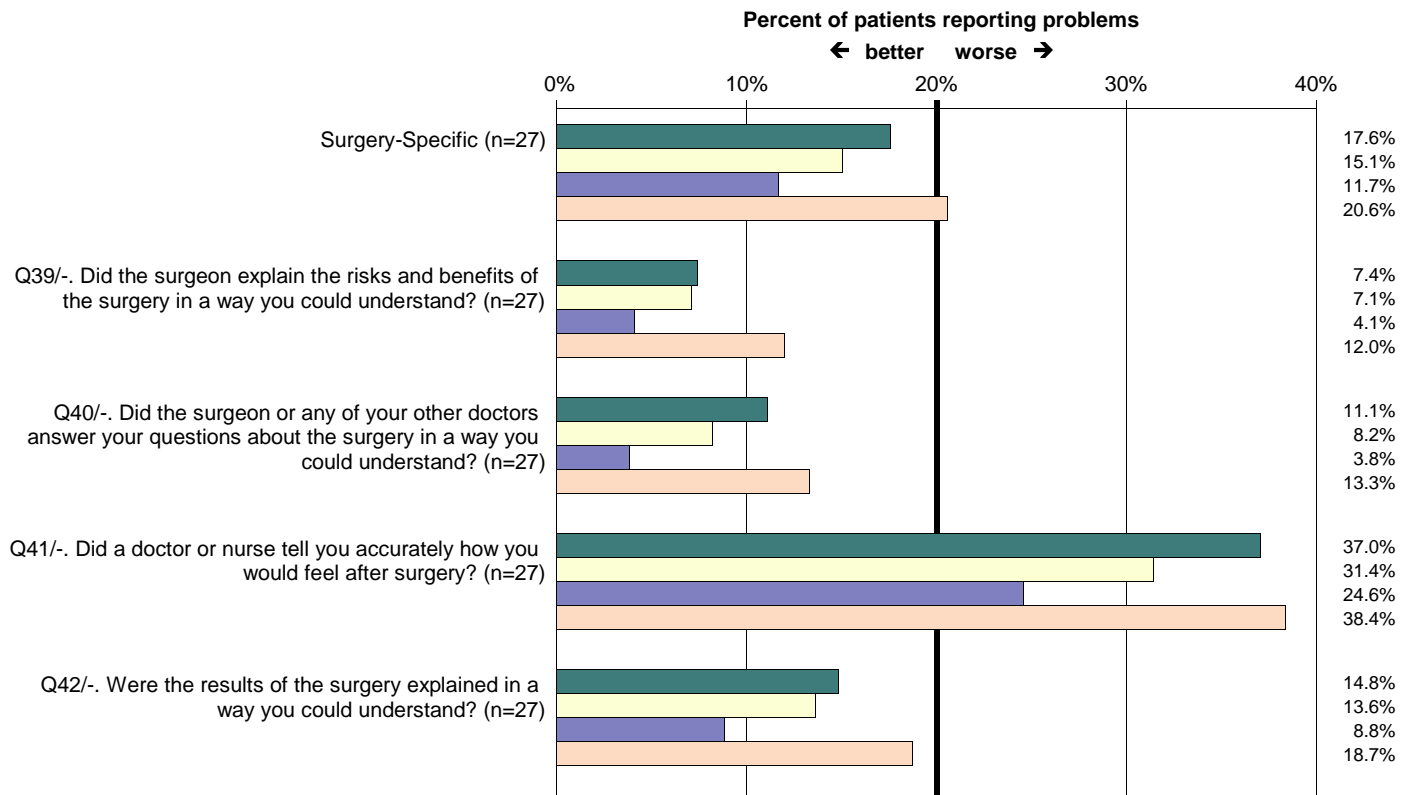
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Surgery-Specific



* Significantly different from SAFB problem score

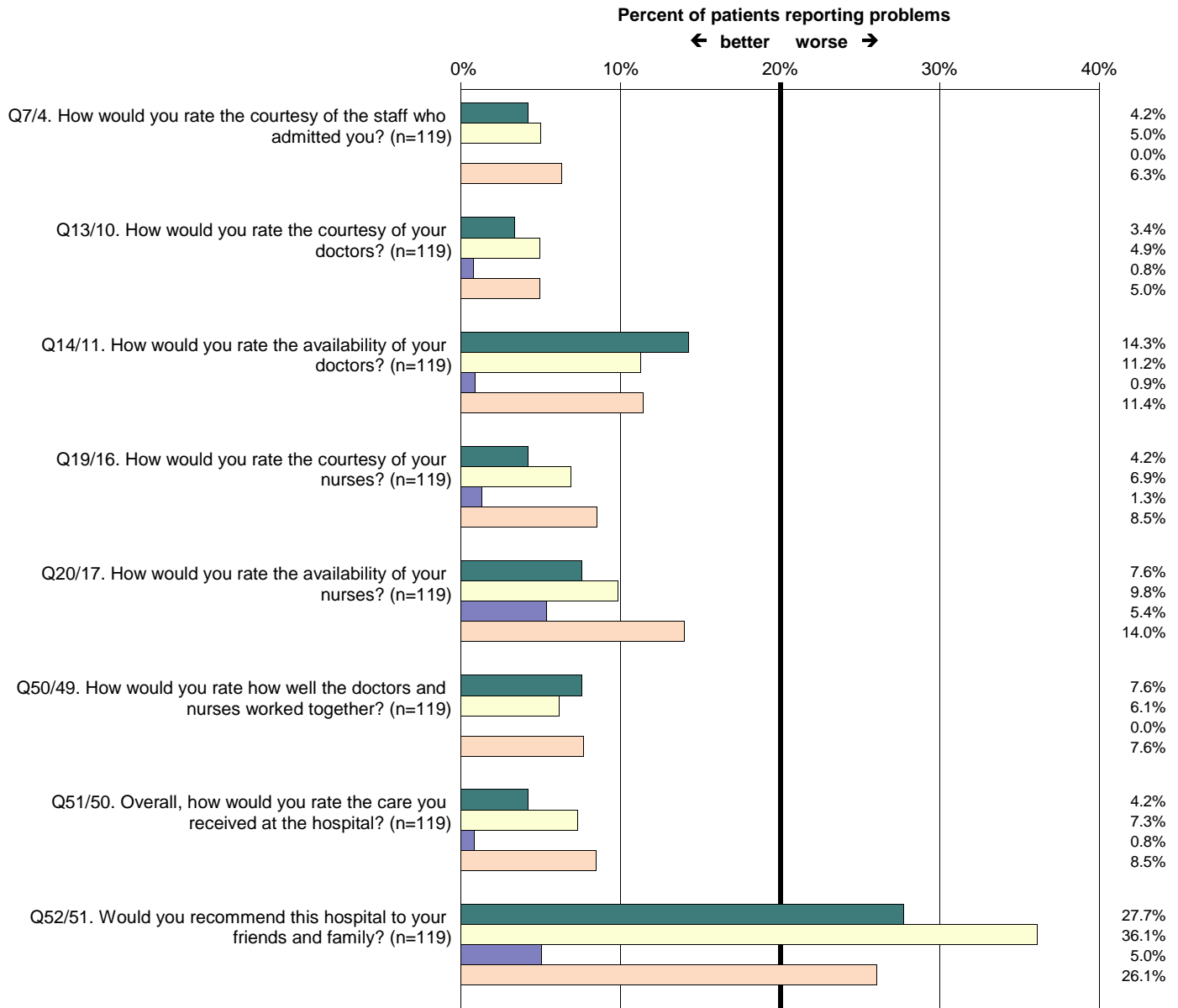
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Overall Impression



* Significantly different from SAFB problem score

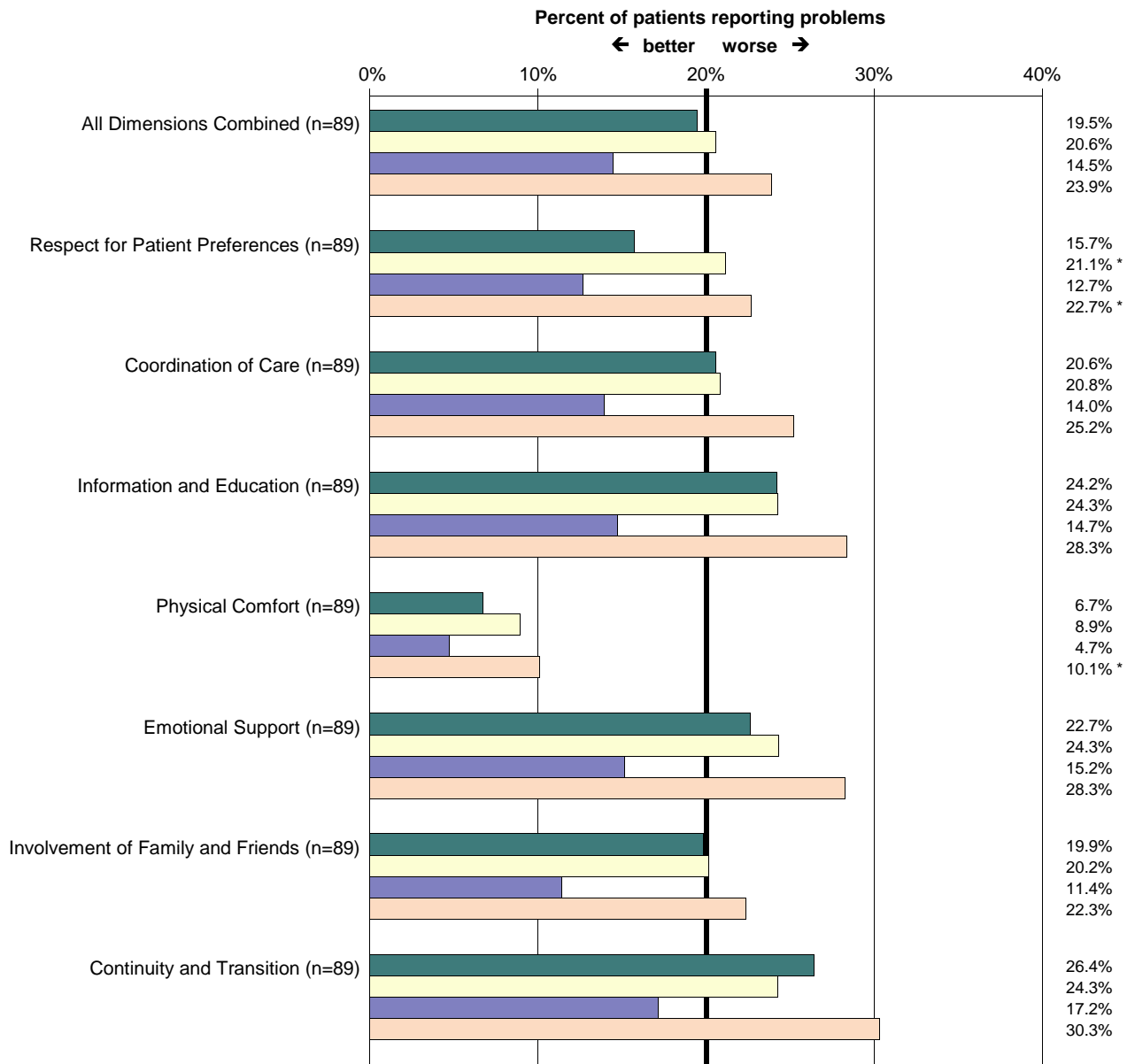
Patients discharged: July 2001 - September 2001

SAFB Overall
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Dimensions



* Significantly different from SAFB problem score

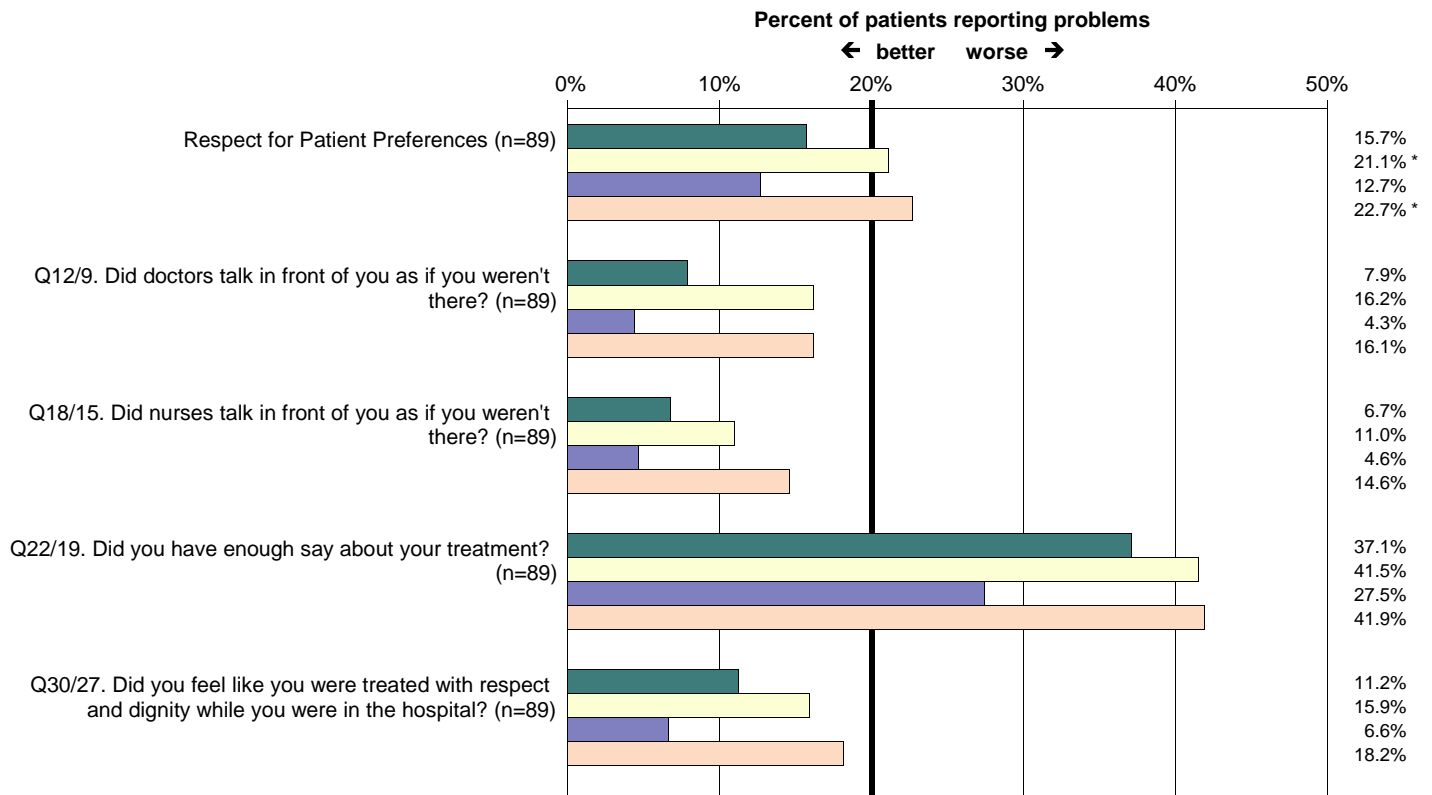
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Respect for Patient Preferences



* Significantly different from SAFB problem score

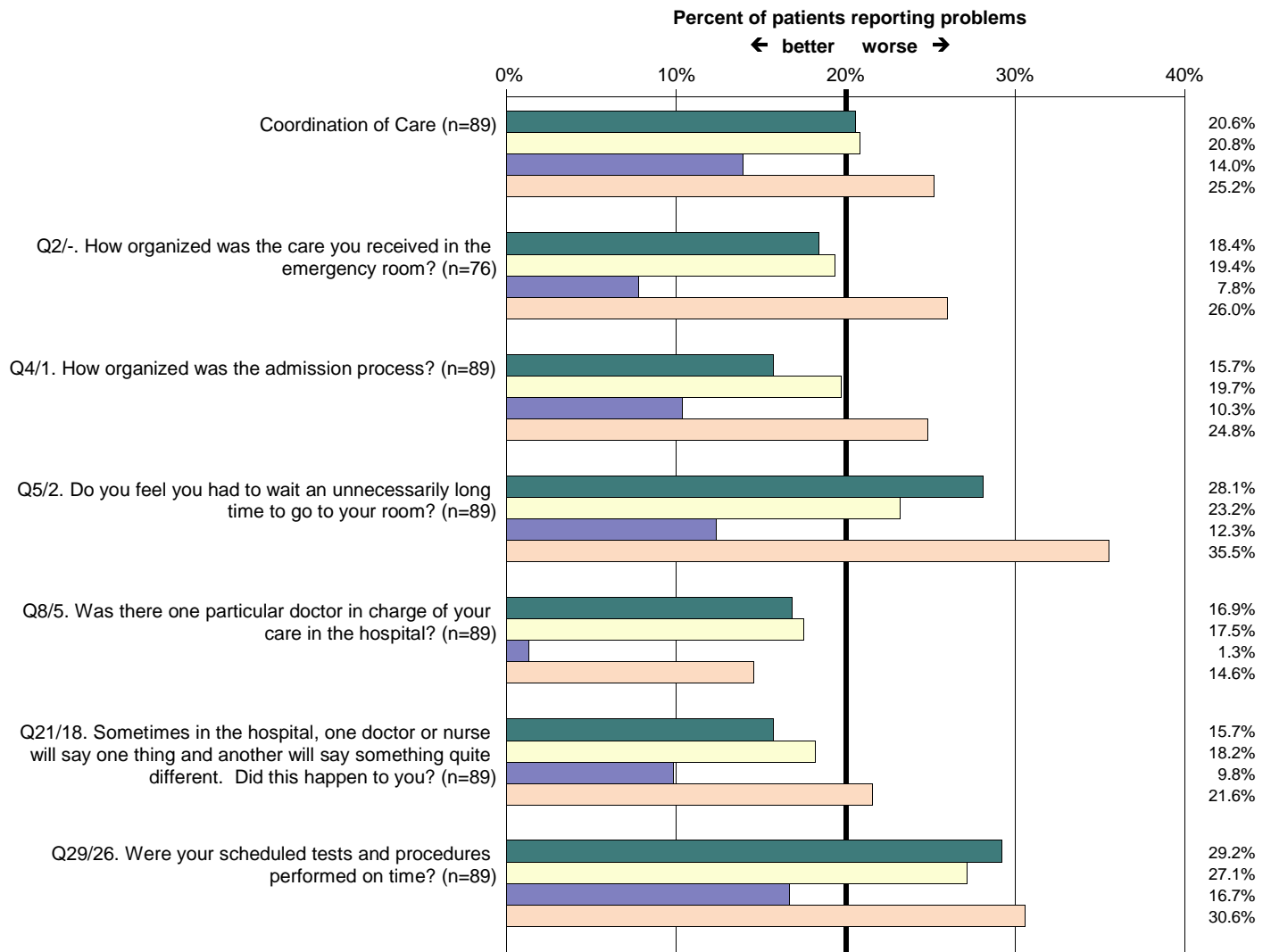
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care



* Significantly different from SAFB problem score

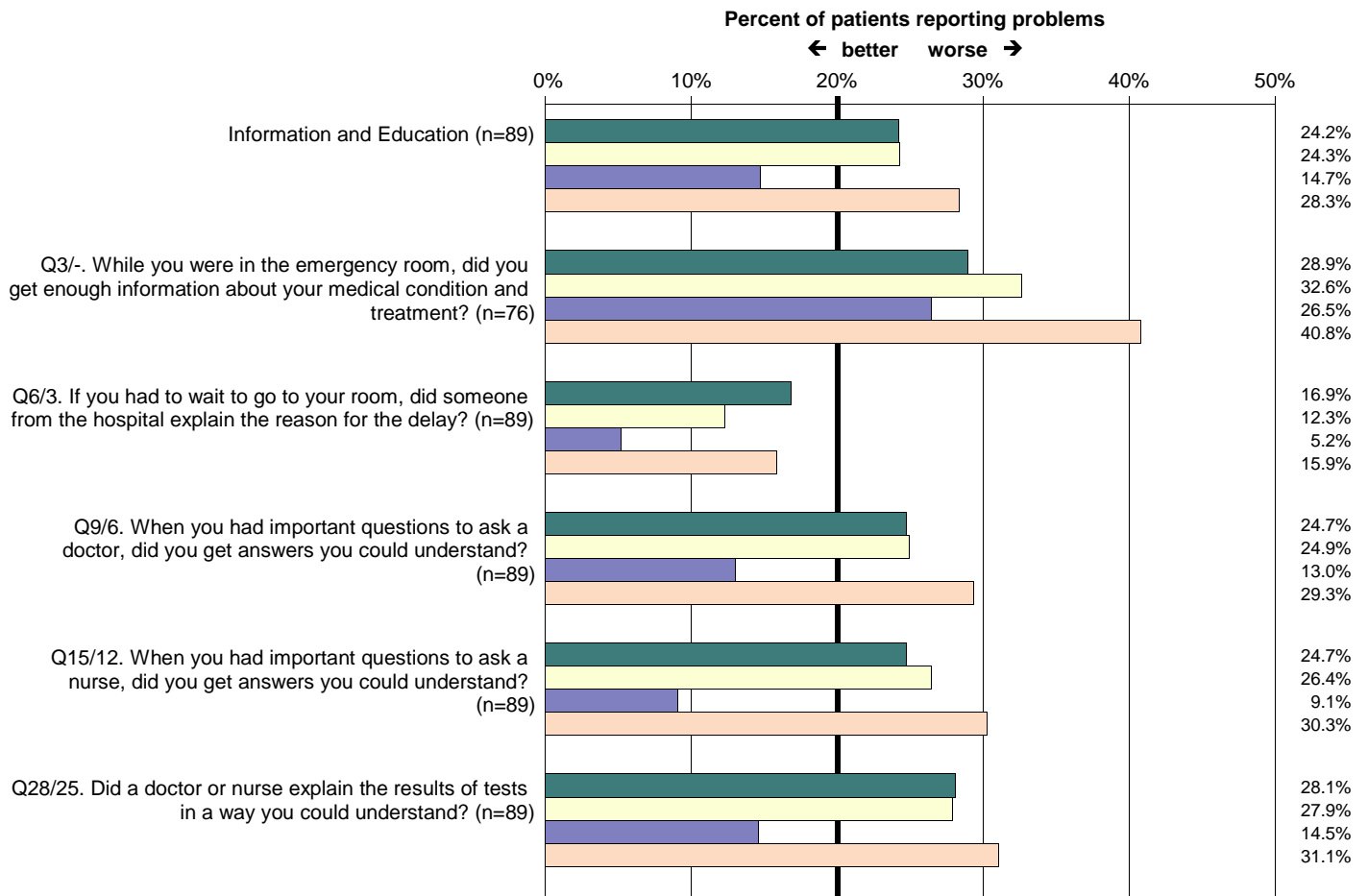
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Information and Education



* Significantly different from SAFB problem score

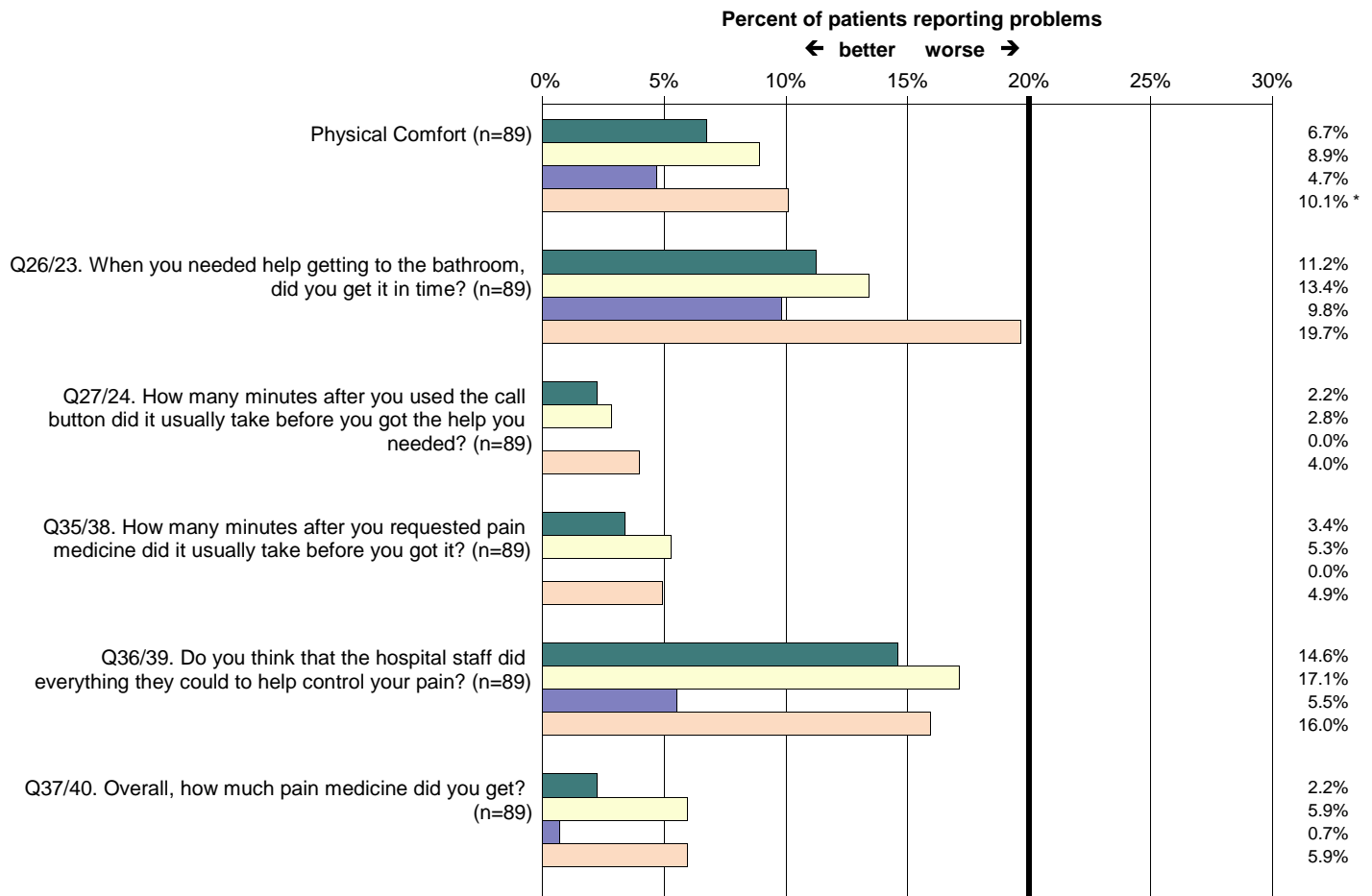
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort



* Significantly different from SAFB problem score

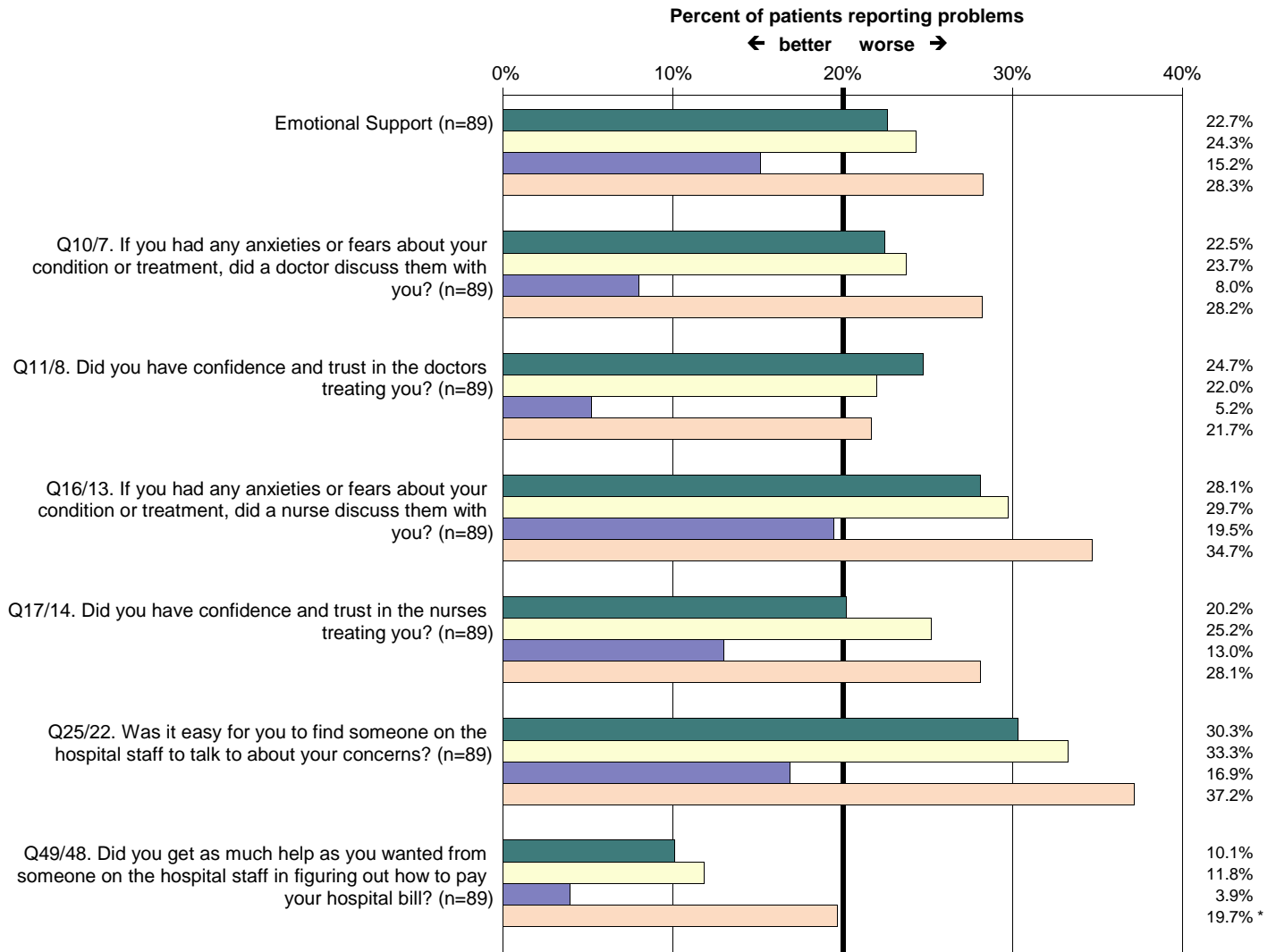
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Emotional Support



* Significantly different from SAFB problem score

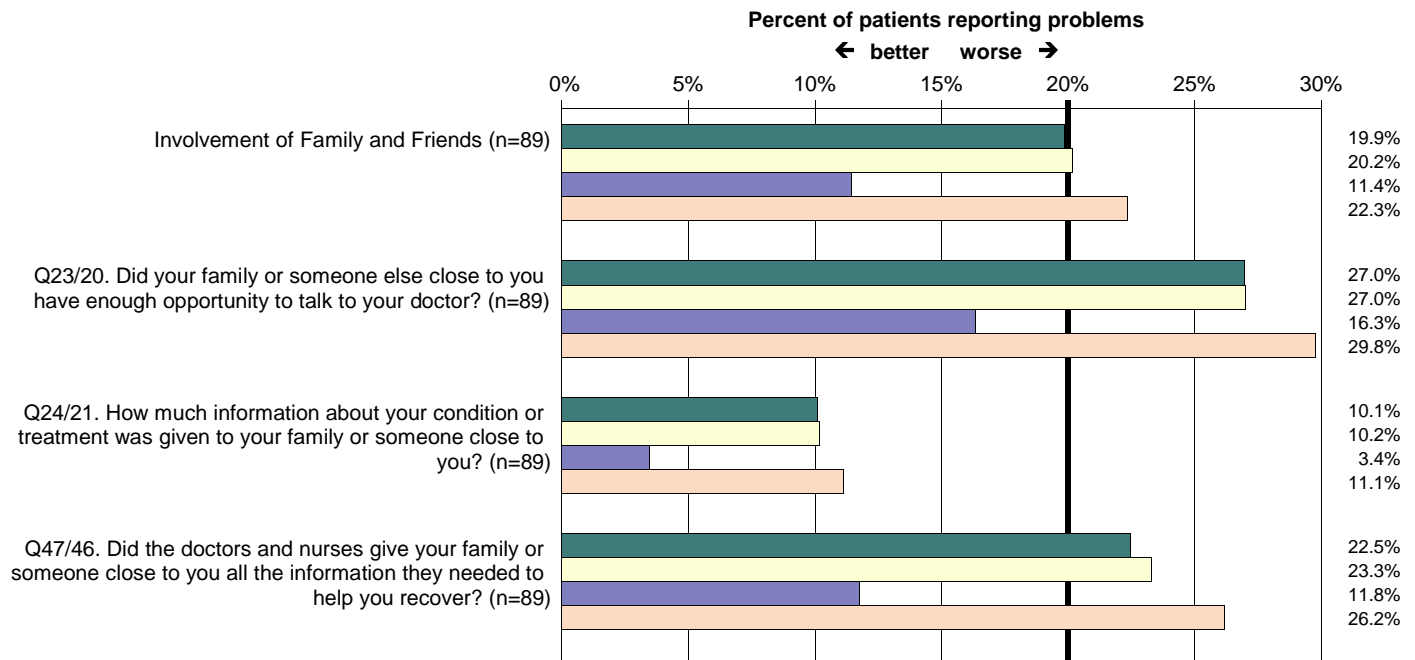
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Involvement of Family and Friends



* Significantly different from SAFB problem score

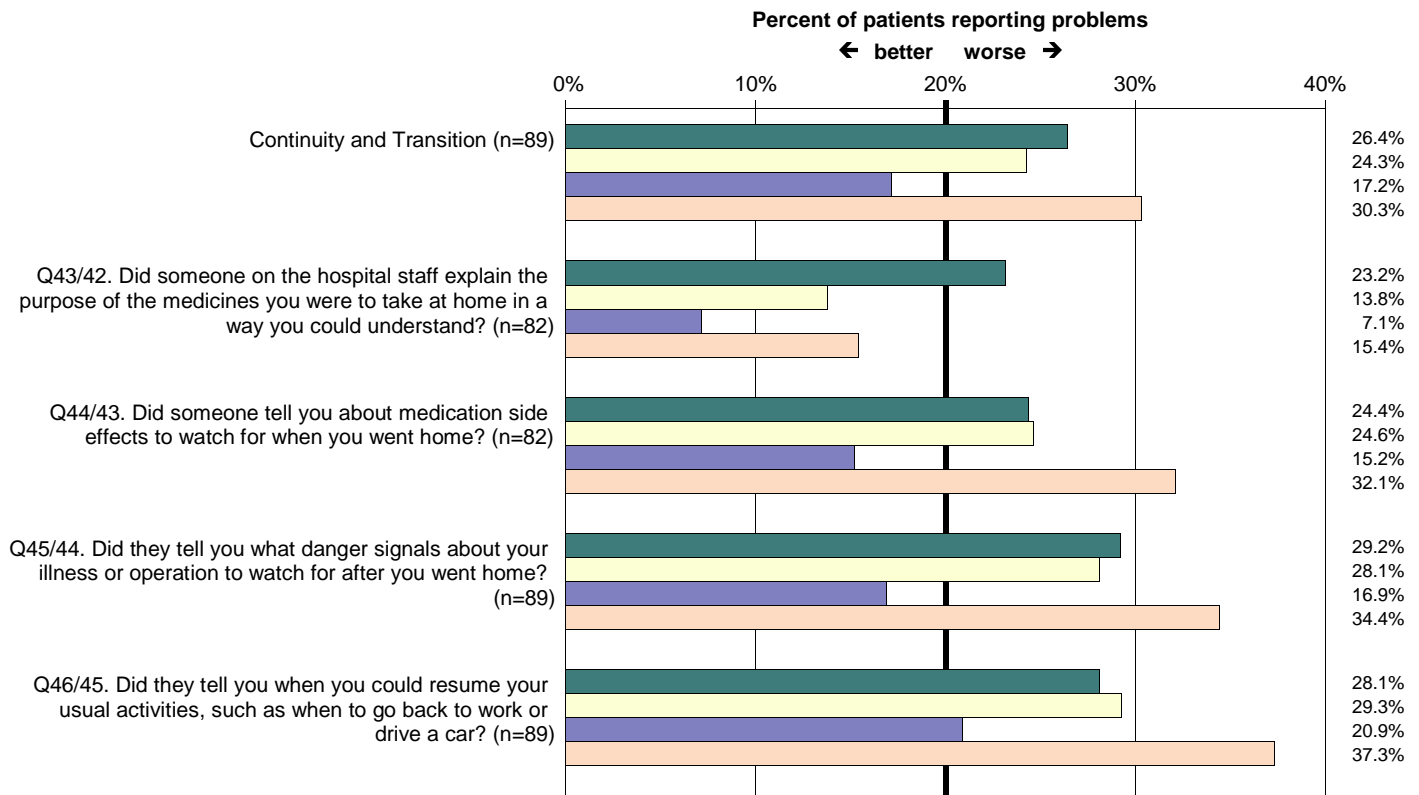
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Continuity and Transition



* Significantly different from SAFB problem score

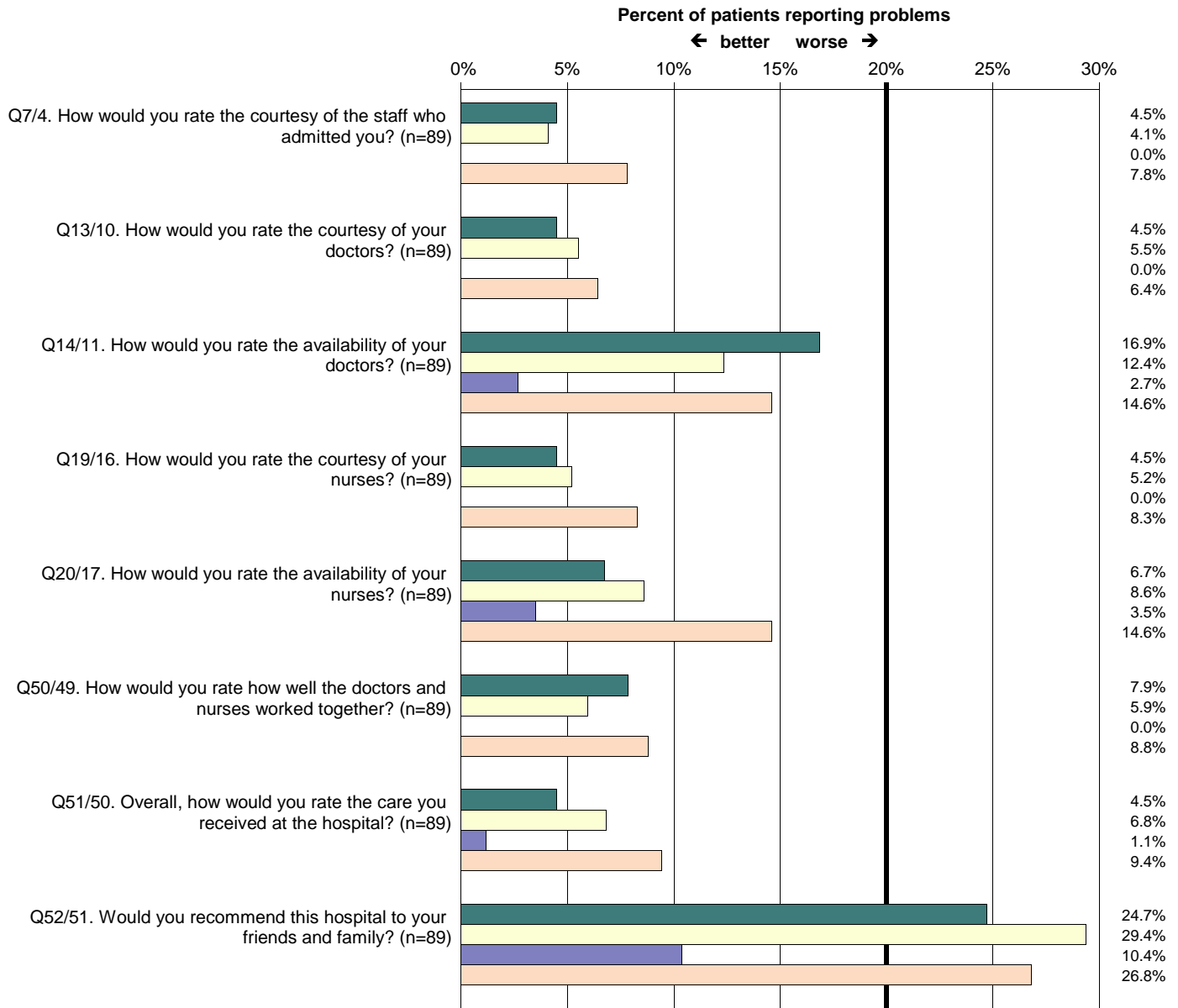
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Overall Impression



* Significantly different from SAFB problem score

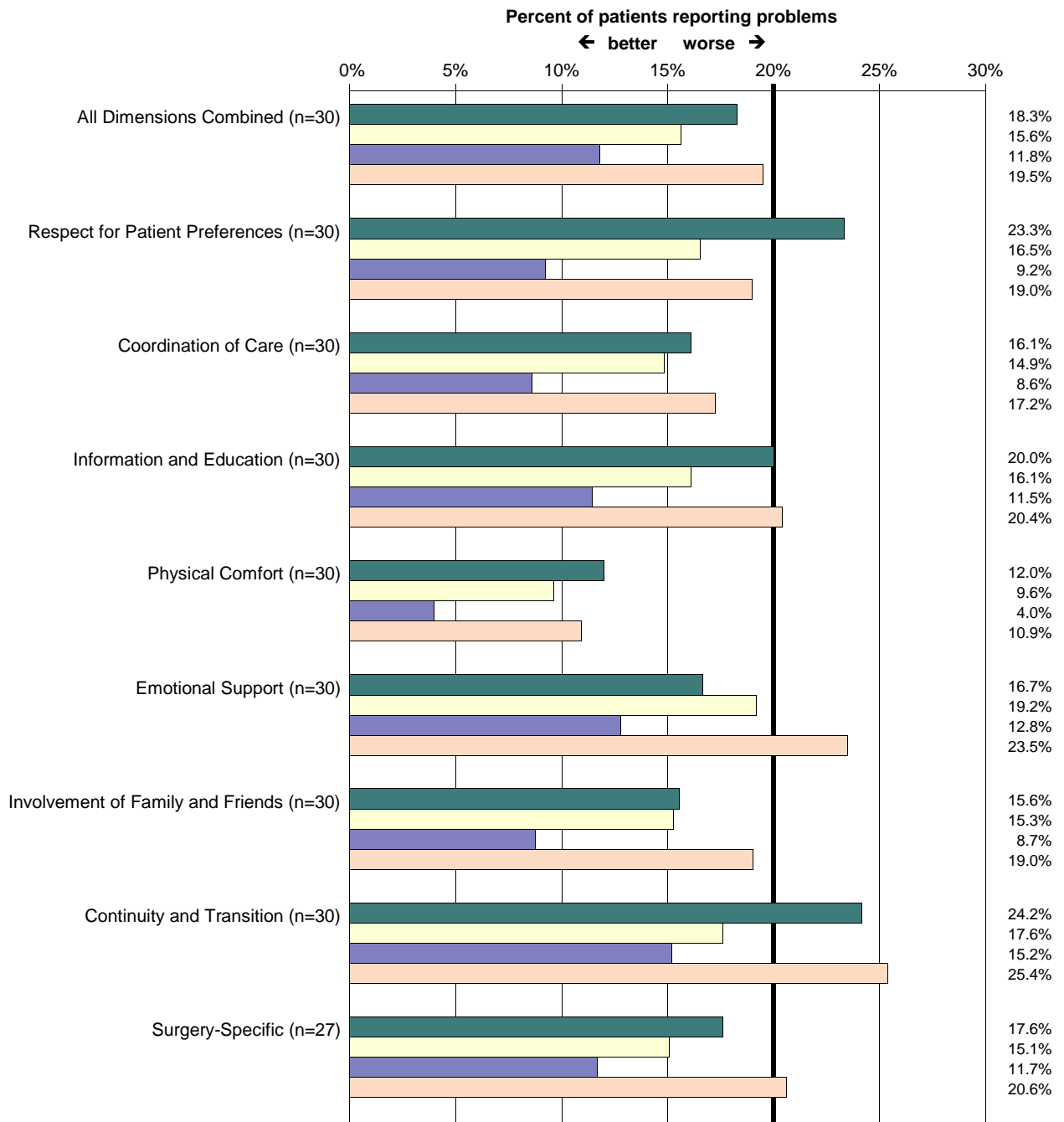
Patients discharged: July 2001 - September 2001

SAFB Medicine
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Dimensions



* Significantly different from SAFB problem score

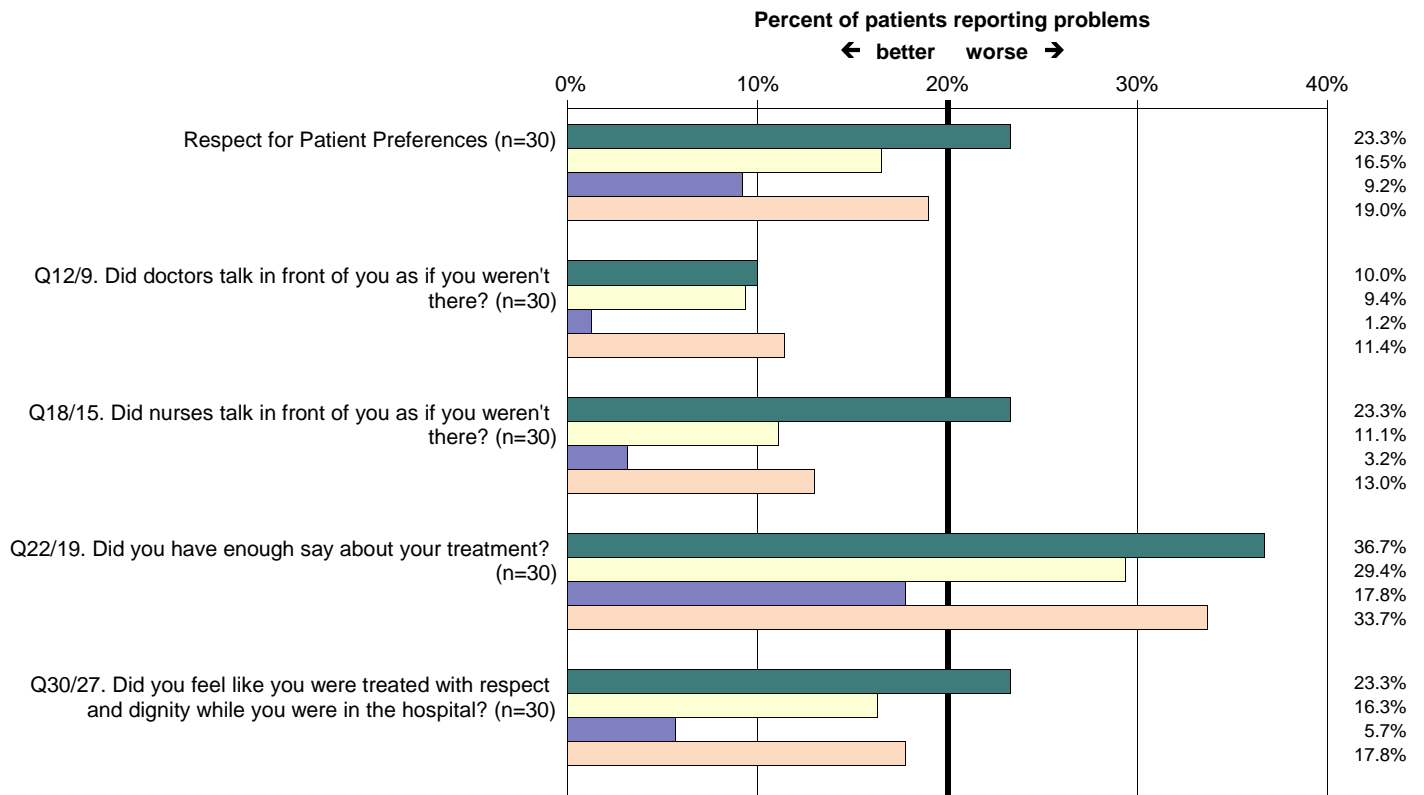
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Respect for Patient Preferences



* Significantly different from SAFB problem score

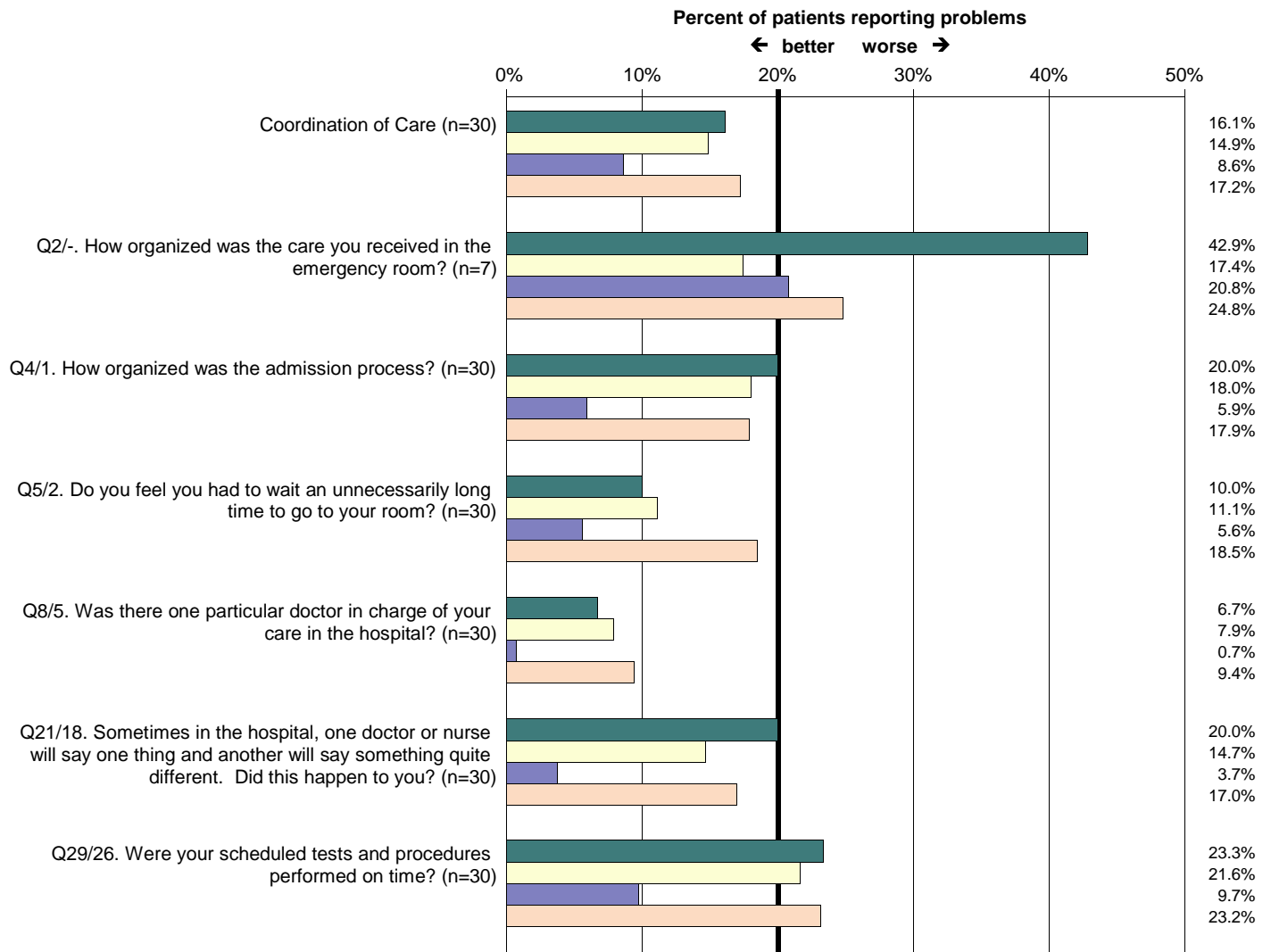
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care



* Significantly different from SAFB problem score

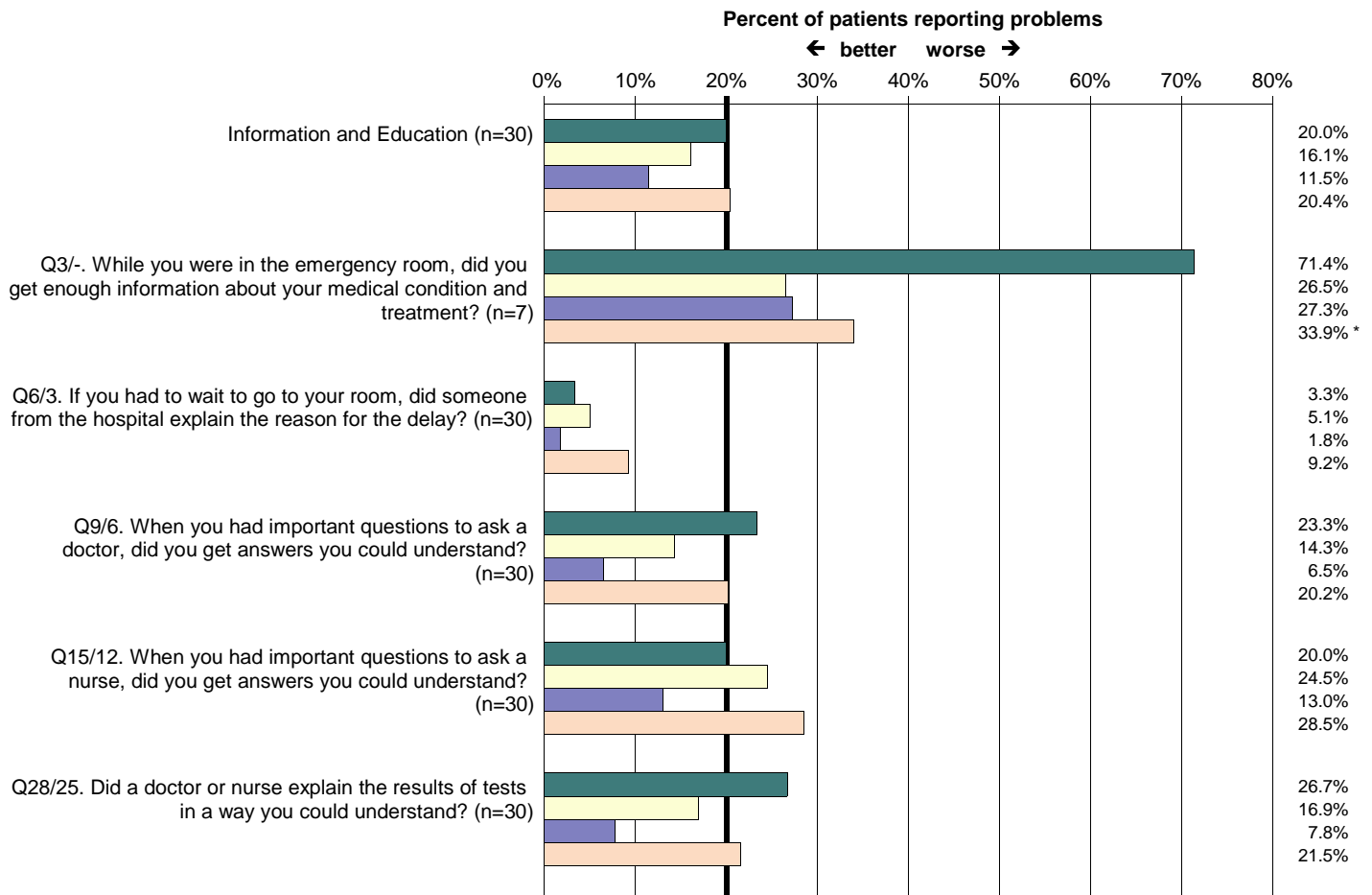
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Information and Education



* Significantly different from SAFB problem score

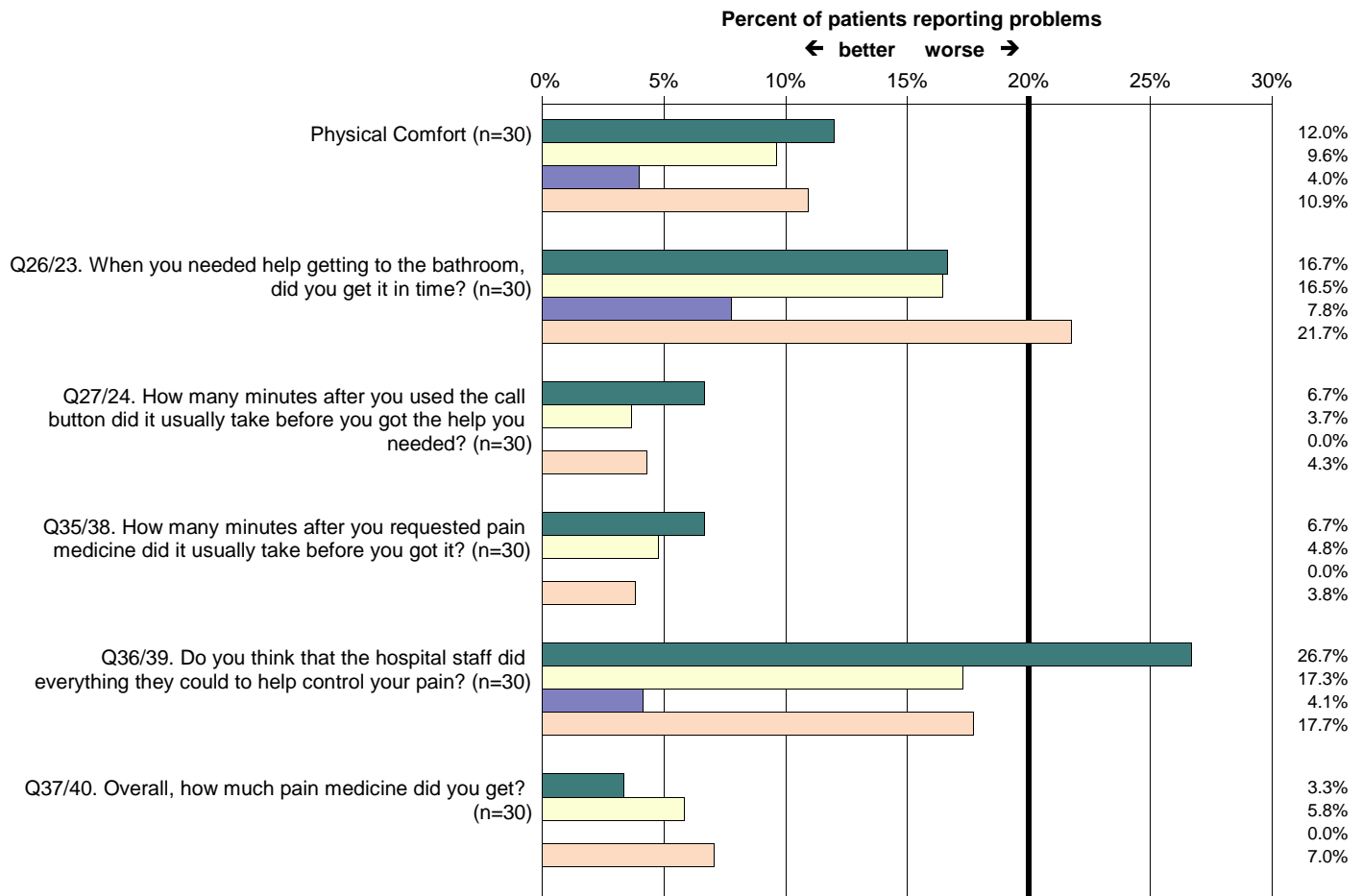
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort



* Significantly different from SAFB problem score

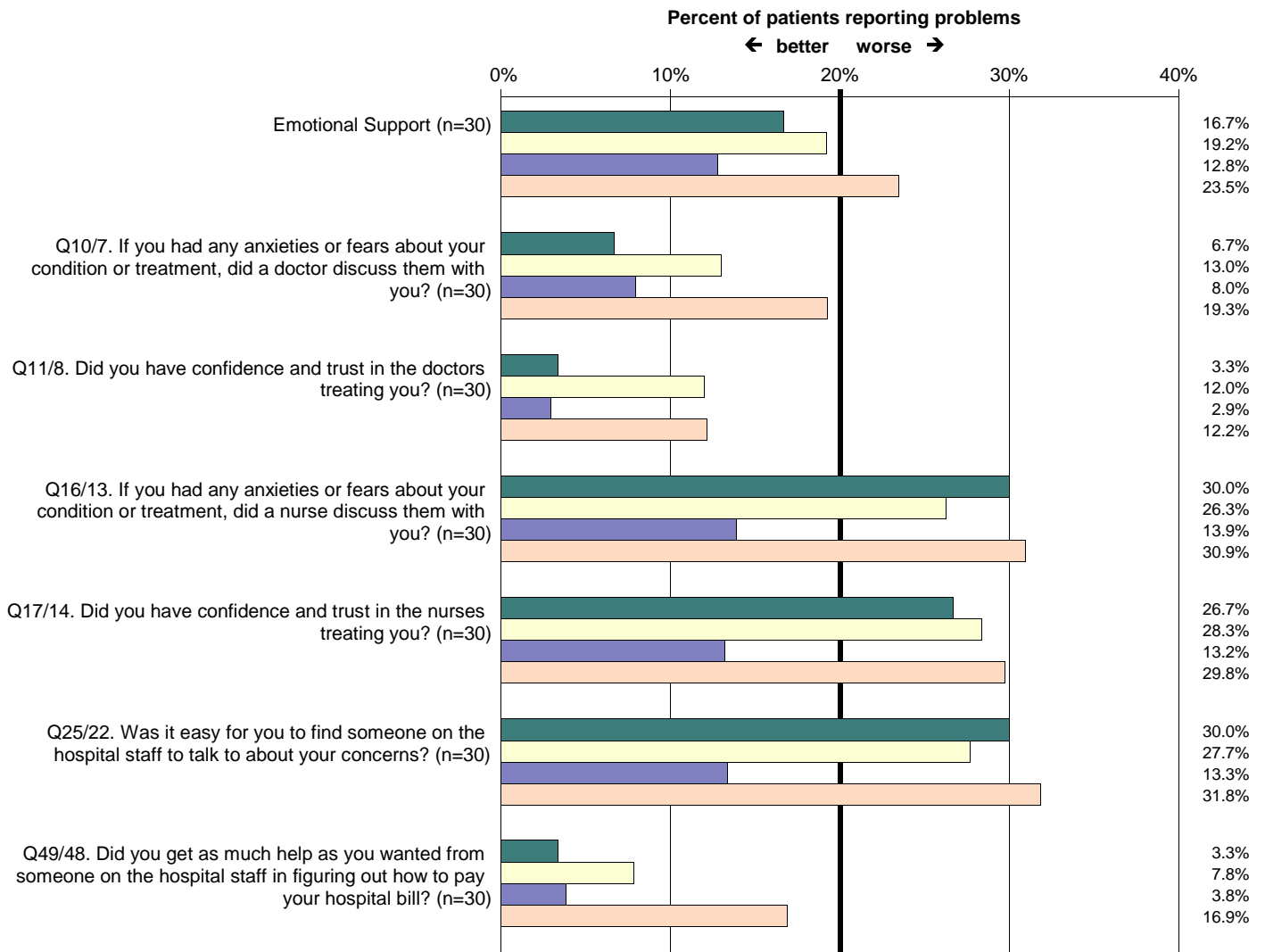
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Emotional Support



* Significantly different from SAFB problem score

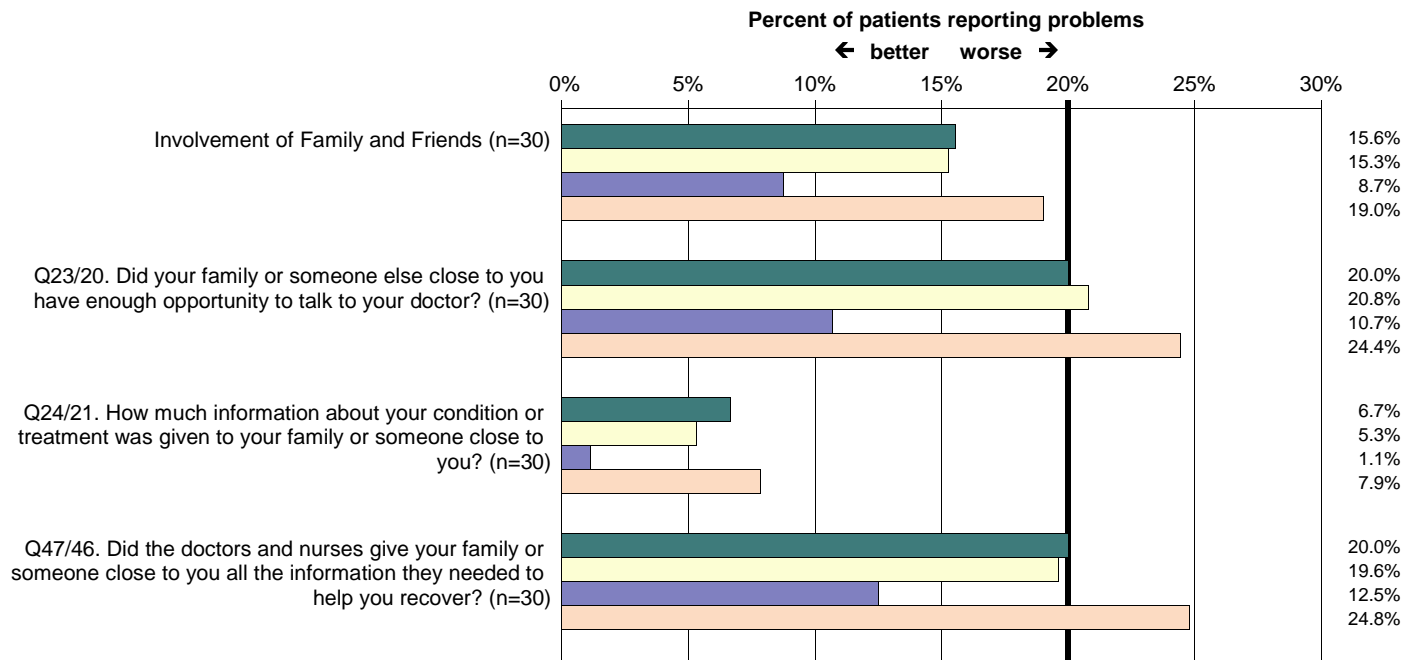
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Involvement of Family and Friends



* Significantly different from SAFB problem score

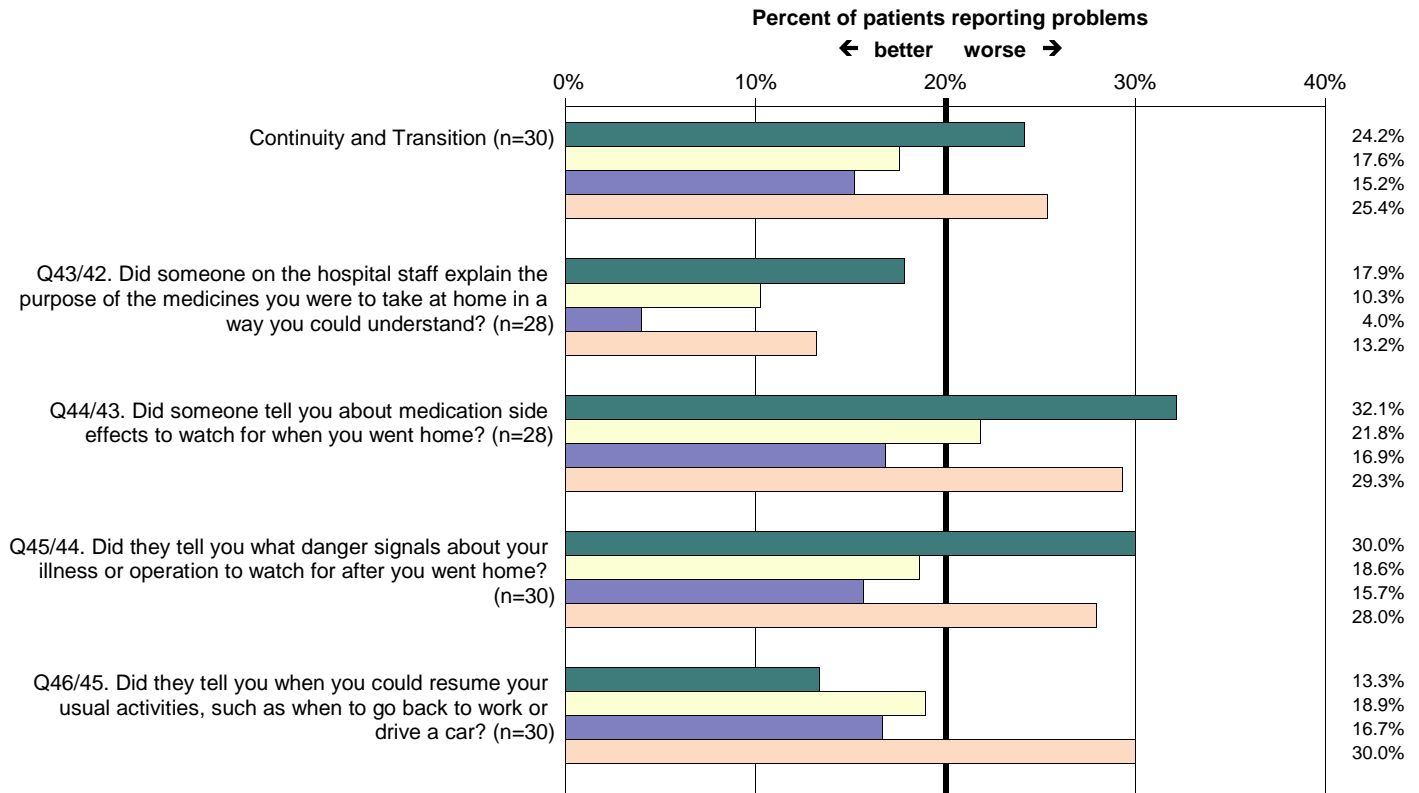
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Continuity and Transition



* Significantly different from SAFB problem score

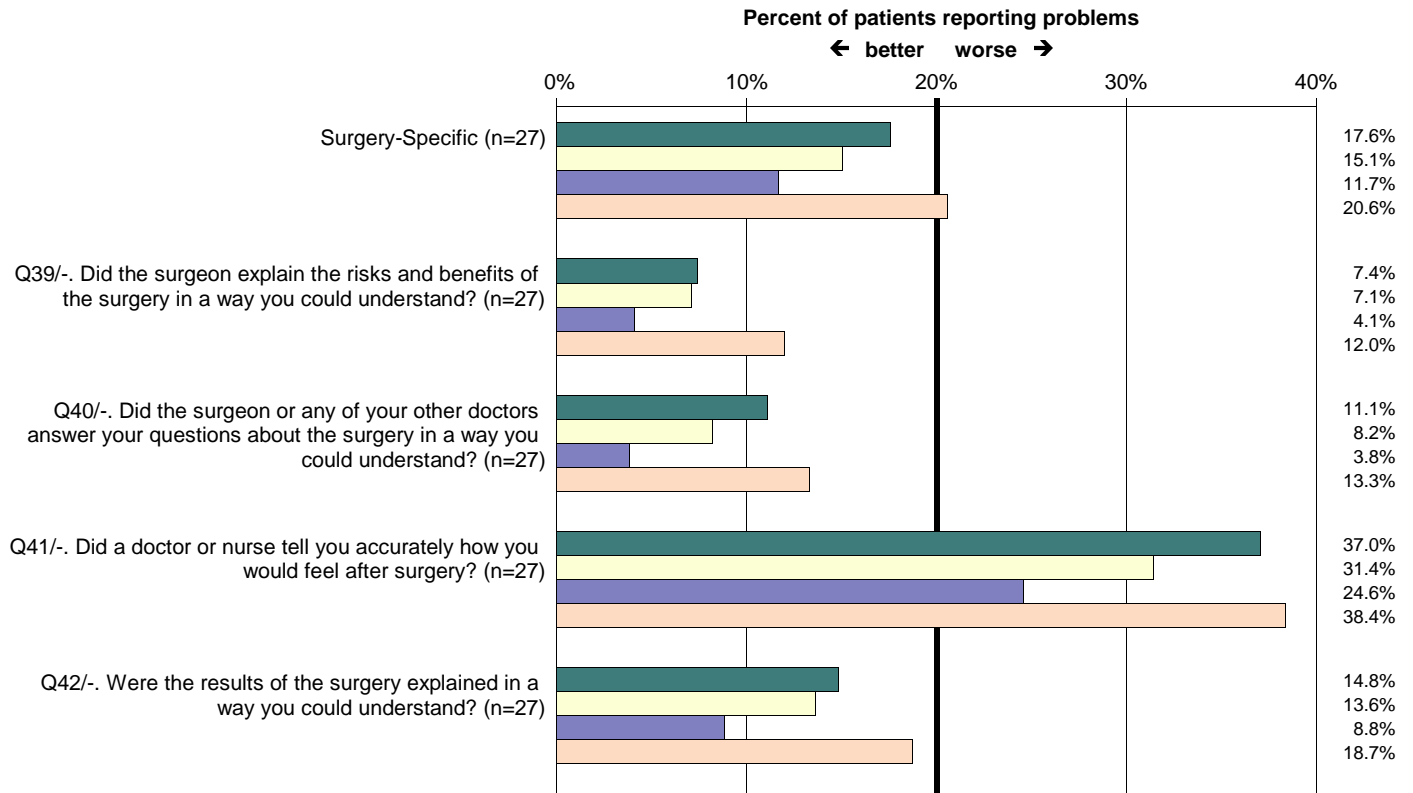
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Surgery-Specific



* Significantly different from SAFB problem score

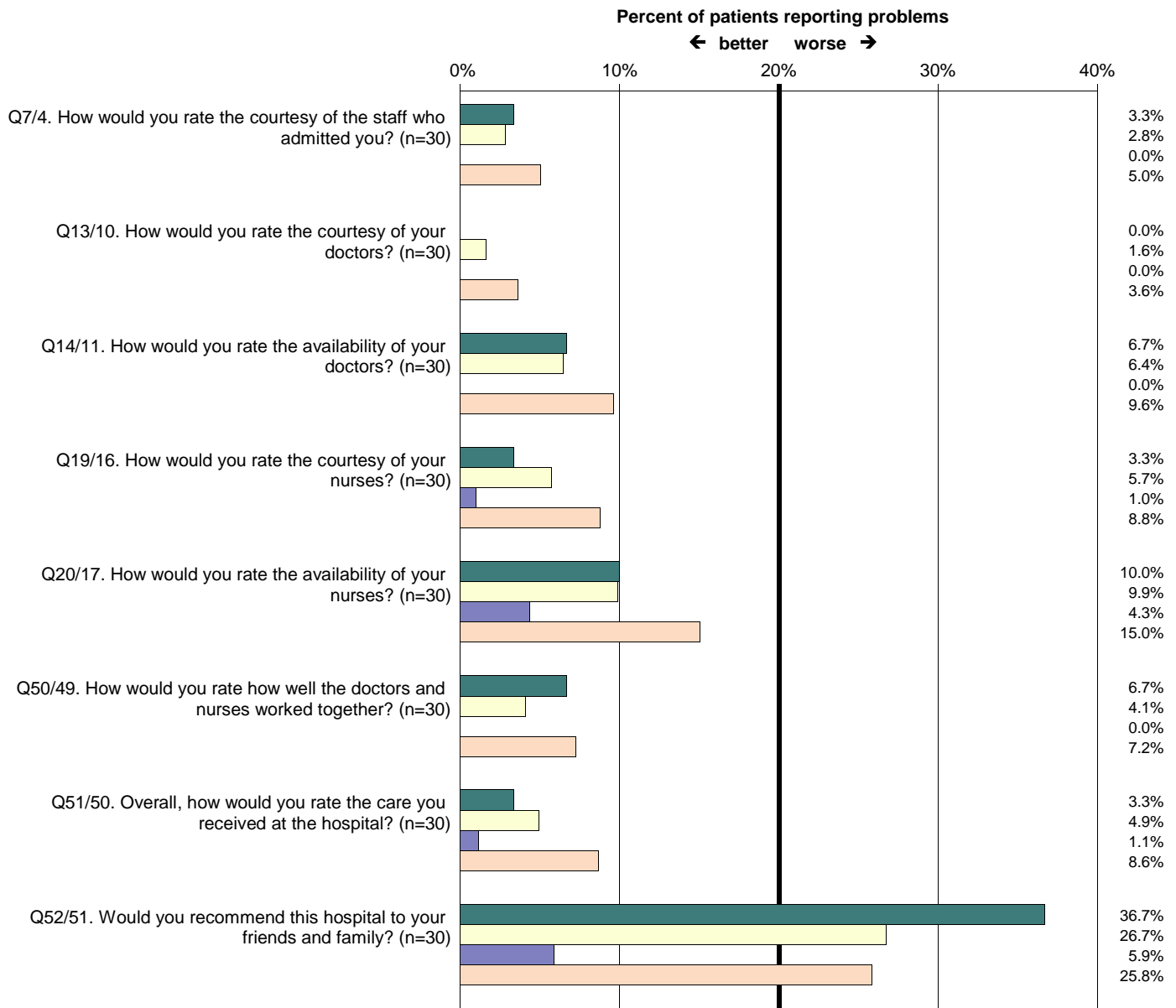
Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Overall Impression



* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

SAFB Surgery
MHS average
Picker Teaching benchmark
Picker Teaching average

375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Dimensions</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	19.2%	119	0.782	High	20.5%	12.5%	21.9%
Respect for Patient Preferences	17.6%	119	0.715	High	21.5%	10.9%	21.1%
Coordination of Care	19.4%	119	0.585	High	20.7%	10.5%	20.7%
Information and Education	23.2%	119	0.697	Top	21.7%	12.8%	22.9%
Physical Comfort	8.1%	119	0.558	High	10.4%	5.0%	10.7%
Emotional Support	21.1%	119	0.664	Top	24.2%	15.6%	25.4%
Involvement of Family and Friends	18.8%	119	0.508	High	21.3%	9.4%	22.1%
Continuity and Transition	25.8%	119	0.577	Top	23.3%	16.1%	28.7%
Surgery-Specific	17.6%	27	0.341	Low	15.1%	11.7%	20.6%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Respect for Patient Preferences</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	17.6%	119	0.715	High	21.5%	10.9%	21.1%
Q12/9. Did doctors talk in front of you as if you weren't there?	8.4%	119	0.499	High	13.5%	4.2%	14.5%
Q18/15. Did nurses talk in front of you as if you weren't there?	10.9%	119	0.325	Low	12.5%	4.9%	14.6%
Q22/19. Did you have enough say about your treatment?	37.0%	119	0.473	Top	38.5%	23.9%	36.4%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	14.3%	119	0.674	High	21.5%	5.1%	19.0%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Coordination of Care	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	19.4%	119	0.585	High	20.7%	10.5%	20.7%
Q2/- . How organized was the care you received in the emergency room?	20.5%	83	0.355	Med	20.3%	7.8%	25.3%
Q4/1 . How organized was the admission process?	16.8%	119	0.241	Low	21.6%	8.0%	21.0%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	23.5%	119	0.336	Med	17.4%	6.6%	23.0%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	14.3%	119	0.139	Low	16.5%	1.7%	12.9%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	16.8%	119	0.558	High	22.7%	8.5%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	27.7%	119	0.408	Top	25.6%	0.0%	25.3%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Information and Education	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	23.2%	119	0.697	Top	21.7%	12.8%	22.9%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	32.5%	83	0.491	Top	32.7%	15.4%	38.5%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	13.4%	119	0.361	Low	8.3%	2.5%	10.4%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	24.4%	119	0.572	Top	22.3%	11.8%	23.8%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	23.5%	119	0.569	Top	28.9%	13.1%	29.4%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	27.7%	119	0.519	Top	23.9%	12.7%	24.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Physical Comfort	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	8.1%	119	0.558	High	10.4%	5.0%	10.7%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	12.6%	119	0.448	High	16.2%	8.8%	20.3%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	3.4%	119	0.252	Low	3.1%	0.0%	4.1%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	4.2%	119	0.247	Low	5.9%	0.5%	4.7%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	17.6%	119	0.428	High	19.6%	9.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	2.5%	119	0.327	Low	7.1%	1.5%	6.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Emotional Support</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	21.1%	119	0.664	Top	24.2%	15.6%	25.4%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	18.5%	119	0.406	High	20.5%	11.1%	23.0%
Q11/8. Did you have confidence and trust in the doctors treating you?	19.3%	119	0.484	High	21.0%	6.6%	16.9%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	28.6%	119	0.348	Med	29.9%	17.0%	31.6%
Q17/14. Did you have confidence and trust in the nurses treating you?	21.8%	119	0.564	Top	29.8%	14.9%	29.3%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	30.3%	119	0.533	Top	34.0%	19.4%	33.9%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	8.4%	119	0.180	Low	9.8%	0.0%	17.6% *

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Involvement of Family and Friends</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	18.8%	119	0.508	High	21.3%	9.4%	22.1%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	25.2%	119	0.438	Top	27.8%	15.4%	27.7%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	9.2%	119	0.458	High	8.5%	0.9%	9.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	21.8%	119	0.373	Med	27.4%	12.0%	29.5%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Continuity and Transition</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	25.8%	119	0.577	Top	23.3%	16.1%	28.7%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	21.8%	110	0.421	Top	14.0%	3.7%	14.7%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	26.4%	110	0.539	Top	26.0%	17.3%	31.6%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	29.4%	119	0.463	Top	25.6%	15.4%	32.0%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	24.4%	119	0.526	Top	26.3%	13.1%	34.4%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

<i>Surgery-Specific</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	17.6%	27	0.341	Low	15.1%	11.7%	20.6%
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	27	0.390	Low	7.1%	4.1%	12.0%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	11.1%	27	0.401	High	8.2%	3.8%	13.3%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	37.0%	27	0.162	Med	31.4%	24.6%	38.4%
Q42/- Were the results of the surgery explained in a way you could understand?	14.8%	27	0.271	Low	13.6%	8.8%	18.7%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Overall Comparisons

Overall Impression	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	4.2%	119	0.491	High	5.0%	0.0%	6.3%
Q13/10. How would you rate the courtesy of your doctors?	3.4%	119	0.416	High	4.9%	0.8%	5.0%
Q14/11. How would you rate the availability of your doctors?	14.3%	119	0.533	High	11.2%	0.9%	11.4%
Q19/16. How would you rate the courtesy of your nurses?	4.2%	119	0.442	High	6.9%	1.3%	8.5%
Q20/17. How would you rate the availability of your nurses?	7.6%	119	0.583	High	9.8%	5.4%	14.0%
Q50/49. How would you rate how well the doctors and nurses worked together?	7.6%	119	0.620	High	6.1%	0.0%	7.6%
Q51/50. Overall, how would you rate the care you received at the hospital?	4.2%	119	--	--	7.3%	0.8%	8.5%
Q52/51. Would you recommend this hospital to your friends and family?	27.7%	119	0.674	Top	36.1%	5.0%	26.1%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Dimensions</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	19.5%	89	0.811	High	20.6%	14.5%	23.9%
Respect for Patient Preferences	15.7%	89	0.805	High	21.1% *	12.7%	22.7% *
Coordination of Care	20.6%	89	0.603	Top	20.8%	14.0%	25.2%
Information and Education	24.2%	89	0.746	Top	24.3%	14.7%	28.3%
Physical Comfort	6.7%	89	0.605	High	8.9%	4.7%	10.1% *
Emotional Support	22.7%	89	0.709	Top	24.3%	15.2%	28.3%
Involvement of Family and Friends	19.9%	89	0.534	High	20.2%	11.4%	22.3%
Continuity and Transition	26.4%	89	0.565	Top	24.3%	17.2%	30.3%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Respect for Patient Preferences</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	15.7%	89	0.805	High	21.1% *	12.7%	22.7% *
Q12/9. Did doctors talk in front of you as if you weren't there?	7.9%	89	0.616	High	16.2%	4.3%	16.1%
Q18/15. Did nurses talk in front of you as if you weren't there?	6.7%	89	0.537	High	11.0%	4.6%	14.6%
Q22/19. Did you have enough say about your treatment?	37.1%	89	0.531	Top	41.5%	27.5%	41.9%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	11.2%	89	0.740	High	15.9%	6.6%	18.2%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Coordination of Care	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	20.6%	89	0.603	Top	20.8%	14.0%	25.2%
Q2/- . How organized was the care you received in the emergency room?	18.4%	76	0.399	Low	19.4%	7.8%	26.0%
Q4/1 . How organized was the admission process?	15.7%	89	0.275	Low	19.7%	10.3%	24.8%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	28.1%	89	0.326	Med	23.2%	12.3%	35.5%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	16.9%	89	0.109	Low	17.5%	1.3%	14.6%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	15.7%	89	0.595	High	18.2%	9.8%	21.6%
Q29/26 . Were your scheduled tests and procedures performed on time?	29.2%	89	0.392	Med	27.1%	16.7%	30.6%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Information and Education	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	24.2%	89	0.746	Top	24.3%	14.7%	28.3%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	28.9%	76	0.479	Top	32.6%	26.5%	40.8%
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	16.9%	89	0.420	High	12.3%	5.2%	15.9%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	24.7%	89	0.603	Top	24.9%	13.0%	29.3%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	24.7%	89	0.663	Top	26.4%	9.1%	30.3%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	28.1%	89	0.587	Top	27.9%	14.5%	31.1%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Physical Comfort	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	6.7%	89	0.605	High	8.9%	4.7%	10.1% *
Q26/23. When you needed help getting to the bathroom, did you get it in time?	11.2%	89	0.413	High	13.4%	9.8%	19.7%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	2.2%	89	0.331	Low	2.8%	0.0%	4.0%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	3.4%	89	0.301	Low	5.3%	0.0%	4.9%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	14.6%	89	0.488	High	17.1%	5.5%	16.0%
Q37/40. Overall, how much pain medicine did you get?	2.2%	89	0.245	Low	5.9%	0.7%	5.9%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Emotional Support</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	22.7%	89	0.709	Top	24.3%	15.2%	28.3%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	22.5%	89	0.442	Top	23.7%	8.0%	28.2%
Q11/8. Did you have confidence and trust in the doctors treating you?	24.7%	89	0.573	Top	22.0%	5.2%	21.7%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	28.1%	89	0.384	Med	29.7%	19.5%	34.7%
Q17/14. Did you have confidence and trust in the nurses treating you?	20.2%	89	0.593	Top	25.2%	13.0%	28.1%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	30.3%	89	0.541	Top	33.3%	16.9%	37.2%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	10.1%	89	0.243	Low	11.8%	3.9%	19.7% *

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Involvement of Family and Friends</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	19.9%	89	0.534	High	20.2%	11.4%	22.3%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	27.0%	89	0.465	Top	27.0%	16.3%	29.8%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	10.1%	89	0.457	High	10.2%	3.4%	11.1%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	22.5%	89	0.410	Top	23.3%	11.8%	26.2%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

<i>Continuity and Transition</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	26.4%	89	0.565	Top	24.3%	17.2%	30.3%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	23.2%	82	0.400	Med	13.8%	7.1%	15.4%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	24.4%	82	0.534	Top	24.6%	15.2%	32.1%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	29.2%	89	0.506	Top	28.1%	16.9%	34.4%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	28.1%	89	0.529	Top	29.3%	20.9%	37.3%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Medicine Comparisons

Overall Impression	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	4.5%	89	0.599	High	4.1%	0.0%	7.8%
Q13/10. How would you rate the courtesy of your doctors?	4.5%	89	0.474	High	5.5%	0.0%	6.4%
Q14/11. How would you rate the availability of your doctors?	16.9%	89	0.558	High	12.4%	2.7%	14.6%
Q19/16. How would you rate the courtesy of your nurses?	4.5%	89	0.537	High	5.2%	0.0%	8.3%
Q20/17. How would you rate the availability of your nurses?	6.7%	89	0.589	High	8.6%	3.5%	14.6%
Q50/49. How would you rate how well the doctors and nurses worked together?	7.9%	89	0.616	High	5.9%	0.0%	8.8%
Q51/50. Overall, how would you rate the care you received at the hospital?	4.5%	89	--	--	6.8%	1.1%	9.4%
Q52/51. Would you recommend this hospital to your friends and family?	24.7%	89	0.663	Top	29.4%	10.4%	26.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Dimensions</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
All Dimensions Combined	18.3%	30	0.682	High	15.6%	11.8%	19.5%
Respect for Patient Preferences	23.3%	30	0.441	Top	16.5%	9.2%	19.0%
Coordination of Care	16.1%	30	0.546	High	14.9%	8.6%	17.2%
Information and Education	20.0%	30	0.515	Top	16.1%	11.5%	20.4%
Physical Comfort	12.0%	30	0.498	High	9.6%	4.0%	10.9%
Emotional Support	16.7%	30	0.516	High	19.2%	12.8%	23.5%
Involvement of Family and Friends	15.6%	30	0.424	High	15.3%	8.7%	19.0%
Continuity and Transition	24.2%	30	0.623	Top	17.6%	15.2%	25.4%
Surgery-Specific	17.6%	27	0.341	Low	15.1%	11.7%	20.6%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Respect for Patient Preferences</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Respect for Patient Preferences	23.3%	30	0.441	Top	16.5%	9.2%	19.0%
Q12/9. Did doctors talk in front of you as if you weren't there?	10.0%	30	0.167	Low	9.4%	1.2%	11.4%
Q18/15. Did nurses talk in front of you as if you weren't there?	23.3%	30	-0.020	Med	11.1%	3.2%	13.0%
Q22/19. Did you have enough say about your treatment?	36.7%	30	0.294	Med	29.4%	17.8%	33.7%
Q30/27. Did you feel like you were treated with respect and dignity while you were in the hospital?	23.3%	30	0.571	Top	16.3%	5.7%	17.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Coordination of Care	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Coordination of Care	16.1%	30	0.546	High	14.9%	8.6%	17.2%
Q2/- . How organized was the care you received in the emergency room?	42.9%	7	-0.125	Med	17.4%	20.8%	24.8%
Q4/1 . How organized was the admission process?	20.0%	30	0.146	Med	18.0%	5.9%	17.9%
Q5/2 . Do you feel you had to wait an unnecessarily long time to go to your room?	10.0%	30	0.444	High	11.1%	5.6%	18.5%
Q8/5 . Was there one particular doctor in charge of your care in the hospital?	6.7%	30	0.301	Low	7.9%	0.7%	9.4%
Q21/18 . Sometimes in the hospital, one doctor or nurse will say one thing and another will say something quite different. Did this happen to you?	20.0%	30	0.458	Top	14.7%	3.7%	17.0%
Q29/26 . Were your scheduled tests and procedures performed on time?	23.3%	30	0.473	Top	21.6%	9.7%	23.2%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Information and Education	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Information and Education	20.0%	30	0.515	Top	16.1%	11.5%	20.4%
Q3/-. While you were in the emergency room, did you get enough information about your medical condition and treatment?	71.4%	7	0.411	Top	26.5%	27.3%	33.9% *
Q6/3. If you had to wait to go to your room, did someone from the hospital explain the reason for the delay?	3.3%	30	0.093	Low	5.1%	1.8%	9.2%
Q9/6. When you had important questions to ask a doctor, did you get answers you could understand?	23.3%	30	0.473	Top	14.3%	6.5%	20.2%
Q15/12. When you had important questions to ask a nurse, did you get answers you could understand?	20.0%	30	0.250	Med	24.5%	13.0%	28.5%
Q28/25. Did a doctor or nurse explain the results of tests in a way you could understand?	26.7%	30	0.302	Med	16.9%	7.8%	21.5%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Physical Comfort	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Physical Comfort	12.0%	30	0.498	High	9.6%	4.0%	10.9%
Q26/23. When you needed help getting to the bathroom, did you get it in time?	16.7%	30	0.559	High	16.5%	7.8%	21.7%
Q27/24. How many minutes after you used the call button did it usually take before you got the help you needed?	6.7%	30	0.134	Low	3.7%	0.0%	4.3%
Q35/38. How many minutes after you requested pain medicine did it usually take before you got it?	6.7%	30	0.134	Low	4.8%	0.0%	3.8%
Q36/39. Do you think that the hospital staff did everything they could to help control your pain?	26.7%	30	0.302	Med	17.3%	4.1%	17.7%
Q37/40. Overall, how much pain medicine did you get?	3.3%	30	0.557	High	5.8%	0.0%	7.0%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Emotional Support</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Emotional Support	16.7%	30	0.516	High	19.2%	12.8%	23.5%
Q10/7. If you had any anxieties or fears about your condition or treatment, did a doctor discuss them with you?	6.7%	30	0.301	Low	13.0%	8.0%	19.3%
Q11/8. Did you have confidence and trust in the doctors treating you?	3.3%	30	0.093	Low	12.0%	2.9%	12.2%
Q16/13. If you had any anxieties or fears about your condition or treatment, did a nurse discuss them with you?	30.0%	30	0.236	Med	26.3%	13.9%	30.9%
Q17/14. Did you have confidence and trust in the nurses treating you?	26.7%	30	0.490	Top	28.3%	13.2%	29.8%
Q25/22. Was it easy for you to find someone on the hospital staff to talk to about your concerns?	30.0%	30	0.509	Top	27.7%	13.3%	31.8%
Q49/48. Did you get as much help as you wanted from someone on the hospital staff in figuring out how to pay your hospital bill?	3.3%	30	-0.139	Low	7.8%	3.8%	16.9%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Involvement of Family and Friends</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Involvement of Family and Friends	15.6%	30	0.424	High	15.3%	8.7%	19.0%
Q23/20. Did your family or someone else close to you have enough opportunity to talk to your doctor?	20.0%	30	0.354	Med	20.8%	10.7%	24.4%
Q24/21. How much information about your condition or treatment was given to your family or someone close to you?	6.7%	30	0.468	High	5.3%	1.1%	7.9%
Q47/46. Did the doctors and nurses give your family or someone close to you all the information they needed to help you recover?	20.0%	30	0.250	Med	19.6%	12.5%	24.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Continuity and Transition</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Continuity and Transition	24.2%	30	0.623	Top	17.6%	15.2%	25.4%
Q43/42. Did someone on the hospital staff explain the purpose of the medicines you were to take at home in a way you could understand?	17.9%	28	0.498	High	10.3%	4.0%	13.2%
Q44/43. Did someone tell you about medication side effects to watch for when you went home?	32.1%	28	0.577	Top	21.8%	16.9%	29.3%
Q45/44. Did they tell you what danger signals about your illness or operation to watch for after you went home?	30.0%	30	0.327	Med	18.6%	15.7%	28.0%
Q46/45. Did they tell you when you could resume your usual activities, such as when to go back to work or drive a car?	13.3%	30	0.564	High	18.9%	16.7%	30.0%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

<i>Surgery-Specific</i>	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Surgery-Specific	17.6%	27	0.341	Low	15.1%	11.7%	20.6%
Q39/- Did the surgeon explain the risks and benefits of the surgery in a way you could understand?	7.4%	27	0.390	Low	7.1%	4.1%	12.0%
Q40/- Did the surgeon or any of your other doctors answer your questions about the surgery in a way you could understand?	11.1%	27	0.401	High	8.2%	3.8%	13.3%
Q41/- Did a doctor or nurse tell you accurately how you would feel after surgery?	37.0%	27	0.162	Med	31.4%	24.6%	38.4%
Q42/- Were the results of the surgery explained in a way you could understand?	14.8%	27	0.271	Low	13.6%	8.8%	18.7%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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375th Medical Group - Scott Air Force Base

Adult Inpatient Survey - Surgery Comparisons

Overall Impression	SAFB PROBLEM SCORE	SAFB NUMBER OF RESPONSES	CORRELATION W/ OVERALL SATISFACTION	PRIORITY FOR ACTION	MHS AVERAGE	PICKER TEACHING BENCHMARK	PICKER TEACHING AVERAGE
Q7/4. How would you rate the courtesy of the staff who admitted you?	3.3%	30	0.093	Low	2.8%	0.0%	5.0%
Q13/10. How would you rate the courtesy of your doctors?	0.0%	30		Low	1.6%	0.0%	3.6%
Q14/11. How would you rate the availability of your doctors?	6.7%	30	0.468	High	6.4%	0.0%	9.6%
Q19/16. How would you rate the courtesy of your nurses?	3.3%	30	0.093	Low	5.7%	1.0%	8.8%
Q20/17. How would you rate the availability of your nurses?	10.0%	30	0.583	High	9.9%	4.3%	15.0%
Q50/49. How would you rate how well the doctors and nurses worked together?	6.7%	30	0.635	High	4.1%	0.0%	7.2%
Q51/50. Overall, how would you rate the care you received at the hospital?	3.3%	30	--	--	4.9%	1.1%	8.6%
Q52/51. Would you recommend this hospital to your friends and family?	36.7%	30	0.726	Top	26.7%	5.9%	25.8%

* Significantly different from SAFB problem score

Patients discharged: July 2001 - September 2001

Top Priority: score \geq 20% and corr. \geq 0.4 High Priority: score $<$ 20% and corr. \geq 0.4 Medium Priority: score \geq 20% and corr. $<$ 0.4 Low Priority: score $<$ 20% and corr. $<$ 0.4
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